

Request for Information

#02-107-26



State of Alaska
Department of Administration
Office of Information Technology

Issued: November 25, 2025

MYALASKA MOBILE APPLICATION ENHANCEMENT

Introduction:

The State of Alaska, Department of Administration, Office of Information Technology (OIT), is seeking information from vendors regarding the enhancement of the public myAlaska mobile application, currently available in the Apple App Store and Google Play Store, which serves as a single-entry point for state government services. The purpose of this Request for Information (RFI) is to gather industry input on cost, timeline, and implementation considerations for adding new features to the application.

Background Information:

The State's mobile application provides Alaskan residents and businesses with streamlined access to a variety of government services such as applying for the Alaska Permanent Fund, Division of Motor Vehicles (DMV) online services, Retirement and Benefit online services and many others as seen at: <https://my.alaska.gov/>

Project Description

The State is considering implementing Agentic Artificial Intelligence (AI) modules within the myAlaska application to enhance service delivery to users of the application as described below. The phases outlined below would be concurrent and should be addressed as separate items. The State intends to expand the application's capabilities by adding:

Phase 1: Desired Timeline – 120 days

- **Agentic AI modules within the myAlaska mobile application to enable:**
 - Autonomous completion of multi-step government service transactions on behalf of users, based on user consent and preferences.
 - Proactive notifications, reminders, and personal recommendations for relevant state services.
 - Context-aware assistance, including dynamic form filling, document retrieval, and eligibility checks.
 - Adaptive learning from user interactions to improve future service delivery and support.
- **Agentic AI capabilities to select legacy digital services that interact with the mobile application by:**
 - Enabling secure API-based communication between agentic AI modules and legacy systems.
 - Facilitating autonomous data exchange, workflow orchestration, and service fulfillment across disparate platforms.

- Supporting legacy service modernization through AI-driven automation, error handling, and exception management.
- **Security, Privacy, and Compliance updates:**
 - Ensure agentic AI integration adheres to all applicable data protection, privacy, and regulatory requirements and best practices, including relevant National Institute of Standards and Technology (NIST) controls and risk management frameworks.
 - Implement robust audit trails, user consent management, and explainability features for AI-driven actions.
 - Maintain compatibility with existing identity management, authentication, and authorization frameworks (e.g., Azure B2C, Multi-Factor Authentication (MFA), biometric security).
 - Adversarial testing for misuse, hallucination, etc.
 - Incident response – describe how to detect, report, and respond to data breaches or misuse.
 - Provide a sandbox demonstration and test environment access if requested by the State.
 - Provide mechanisms for human oversight, override, and correction.

Phase 2: Desired Timeline – 180 days

- **Smart Wallet Integration:**
 - Support for financial tokenization (digital payments, prepaid balances) and required PCI DSS (Payment Card Industry Data Security Standard) controls.
 - Support for digital credentials (driver's licenses, hunting/fishing licenses, professional certifications) and required PCI DSS controls.
 - Secure storage and presentation of credentials using industry standards (e.g., W3C Verifiable Credentials, ISO 18013-5).
- **Voice Navigation:**
 - Full voice-enabled navigation throughout the application.
 - Support for natural language commands to access services, complete forms, and navigate menus.
 - Accessibility compliance (e.g., WCAG 2.1, Section 508).
- **Biometric Security Enhancements:**
 - Integration of biometric authentication (facial recognition, fingerprint) to augment existing Azure B2C identity Single Sign-On (SSO) and Multi-Factor Authentication (MFA).
 - Compatibility with device-native biometric APIs (Apple Face ID/Touch ID, Android Biometric Prompt).
- **In-App Survey Function:**
 - Development of an in-app survey feature designed to solicit user feedback for ongoing improvements.
 - Ability to customize survey questions and collect responses securely.
 - Reporting and analytics capabilities for survey results.
- **Multi-Language Functionality:**
 - Support for multiple languages within the application interface.
 - Ability for users to select their preferred language.
 - Compliance with best practices for localization and accessibility.
- **Performance Improvement for existing AI Chatbot:**
 - Review current architecture of chatbot functionality.
 - Provide design and implementation support for lifecycle.
- **User Interface update to incorporate significantly larger population of digital government services:**

- Review current mobile application User Experience (UX) design and update to support approximately 300 potential digital services.
- Build out improved UX to provide rapid discovery and access to services based on larger number.

Response Information:

The State is seeking information from vendors with experience in mobile application development, digital wallets, voice navigation, biometric security user feedback mechanisms, and multi-language support.

Interested Parties who believe they can provide the products or services described above are invited to submit a response to this RFI. Each of the items below should be responded to individually for ease of understanding:

- Company overview, relevant experience, and qualifications.
- High-level technical approach for implementing the requested features.
- Estimated timeline for each major component (wallet, voice, biometrics).
- Rough order-of-magnitude (ROM) cost estimates for each component and overall integration.
- Recommendations for technologies, frameworks, or platforms.
- Considerations for data protection, privacy, and regulatory compliance.
- Identification of potential risks and mitigation strategies.
- Examples of similar projects or relevant case studies.

Responses must be submitted via email to the contact listed below. This RFI does not extend any rights to prospective vendors or obligate the State to conduct a solicitation or purchase any goods or services. If the State chooses to issue a solicitation for the services described above, only entities that responded to the RFI will be permitted to participate in the future solicitation. The State reserves the right to eliminate entities that respond to this RFI from participation in future solicitations if their RFI submission does not appear to meet the State's requirements.

Procurement Officer Contact Information:

Interested parties must submit a written response by 2:00pm Alaska Standard Time on December 8, 2025.

Responses received after the due date and time shall be rejected. Responses must be sent via email to the address listed below.

All questions must be directed to the procurement officer listed below via email.

Department of Administration
Office of Procurement and Property Management
Attention: Brooke Cashion, Deputy Chief Procurement Officer
Phone: 907-269-0576
Email: brooke.cashion@alaska.gov

Notice to Vendors:

Pursuant to [Administrative Order 352](#), (a) any person or business determined to support or participate in a boycott of the State of Israel will be disqualified from any procurement related to this Request for Information; and (b) the support of or participation in a boycott of the State of Israel by a person or business contracting with the State of Alaska under AS 36.30 constitutes grounds for termination of a contract.

[Administrative Order 352](#) does not apply to a contract if the person or business has fewer than 10 employees; or the amount to be paid under the contract, excluding renewals and options available under the contract, is less than \$100,000.

Disclosure of Submission Contents:

This section governs the ownership, return, and disclosure of any response or other record a Respondent submits in response to this RFI. (Herein, any reference to "Record" includes all such records and the submission response; any reference to "Law" includes any federal or State of Alaska (State) law, including any court or administrative order or rule.)

1. All Records belong to the State.
2. The State has sole discretion regarding whether to return any Record. In exercising this discretion, the State will comply with all Laws.
3. Unless a notice of intent to award is issued pursuant to a subsequent and related solicitation, the State will, to the extent permitted by Law, consider all Records confidential and not subject to the Alaska Public Records Act (APRA).
4. If and when a notice of intent to award is issued, the State will consider nonconfidential any Record unless, at the time of submission, the Respondent undertook the following protective measures:
 - a. marked information confidential;
 - b. for any information marked confidential, identified the authority that makes that specific information confidential; and
 - c. committed, in writing, to explain in detail, including with affidavits and briefs, why each authority applies in any court or administrative proceeding in which any nondisclosure is challenged.
5. If the Respondent did not undertake each protective measure, the State will not consider any information in a Record confidential: the State will disclose the entire Record without any redaction in response to an APRA or other request or, if it chooses, in the absence of a request and the State will disclose the entire Record without notifying the Respondent.
6. If the Respondent undertook each protective measure, the State will withhold the information marked confidential to the following extent:
 - a. the State agrees that the Law protects the information; and
 - b. if the nondisclosure is challenged, the Respondent fulfills its commitment to explain, including with affidavits and briefs, how each authority applies to the information marked confidential.

The State will only notify a Respondent of a request for the Record and of a planned release if the Respondent undertook each protective measure, but the State disagrees that the marked information is protected. If there is such a disagreement, then before releasing the Record, the State will, to the extent permitted by Law and practicable, notify the Respondent that it will disclose the information unless the Respondent convinces the State not to or obtains an order prohibiting disclosure.