

STATE OF NEW JERSEY

Mikie Sherrill
Governor

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Acting Chair and Chief Administrator

MVC-RFI-0001

Request for Information (RFI): Kiosk and Related Motor Vehicle Services Providers

October 5, 2026

Attention: Vendors and Contractors

Important Dates:

Vendor Questions Due Date and Time:

Any questions must be submitted electronically via email by **2:00 pm Eastern, October 19, 2026**, to MVC.Procurement@mvc.nj.gov. Questions will be answered via email and RFI addendum to all responsive vendors.

RFI Response - Due Date and Time:

Bidder proposals must be received via email to MVC.Procurement@mvc.nj.gov no later than **2:00 pm Eastern, November 2, 2026**.

Important Notice: All Bidder email correspondence in response to this RFI must clearly state "NJMVC Kiosk and Related Services - Statewide" in the subject line.

Please DO NOT include or provide any pricing information in response to this Request for Information (RFI) as the enclosed does not constitute a solicitation.

Purpose and Intent:

The purpose of the subject RFI is to solicit information from experienced motor vehicle service provider Vendors and Contractors capable of providing an optimal self-serve kiosk(s) and related services solution in various locations accessible to the motoring public to conduct a selection of routine motor vehicle and driver, or other New Jersey State (NJ, State) issued identification card transactions within the State of NJ on behalf of the New Jersey Motor Vehicle Commission (NJMVC, MVC, Commission). The Commission consistently strives to balance convenience, accessibility, and security to improve its delivery of routine service and enhance customer service satisfaction levels overall with the implementation of current technology capabilities.

The intent of this RFI is to gather such information to revisit current technology capabilities and determine the viability of introducing a kiosk based NJMVC program to support and improve ongoing customer service efforts conducted by the Commission. Interested, qualified Vendors and Contractors with an established background and documented kiosk-related equipment, program and related services experience are encouraged to participate in this RFI. The intention of the Commission is to utilize and distribute such kiosk-based equipment and services across various, select locations, easily accessible to the general motoring public across the State of NJ.

Vendor and Contractor Instructions:

- 1) Interested Vendors and Contractors responding to this RFI should provide a concise historical summary response to clearly define its current and/or recent experience and success in providing similar kiosk-based equipment and related services to other state, governmental or public sector entity(ies) of equivalent scope and size. The Commission recognizes approximately seven million (~ 7mil) drivers within the State of NJ with a population base of approximately nine million (~ 9mil) residents.
- 2) Vendors and Contractors, in response to this RFI, should clearly identify any private sector, retail entities and locations where it may currently hold, or be able to hold, lease or own available space to install and/or host such kiosk-based equipment on behalf of the Commission. Such established kiosk accessibility and supporting information available from the subject Vendor / Contractor community regarding successful kiosk locations such as rural, suburban and urban distribution may be of interest to NJMVC.
- 3) Where applicable, all Vendors and Contractors responding to this RFI should include references to similar deployments, metrics achieved, and implementation timelines.

Information Requested:

NJMVC requests interested, responsive Vendors/Contractors provide an overview of services available with each Kiosk model identified (e.g., self-service transactions, assisted service, hybrid) along with corresponding summary information on:

- Supported transactions: e.g., registration renewal, requests for duplicate IDs, duplicate registration, address updates & any other service which the company offers as part of its kiosk's services platform for consideration.
- ADA compliance, multilingual access, audio guides, (physically) adjustable screen height/tilt capabilities.
- Payment capabilities & Payment Card Industry (PCI) security standards and compliance capability (e.g., cashless options, receipt printing, refunds and records retention).
- Identity verification & fraud prevention capability regarding document scanning, barcode/QR code and biometrics capabilities as applicable.



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- Uptime standards and/or typical Service Level (SLA) targets achieved, routine maintenance tasks and schedule/cycle, field service coverage available and parts availability for each kiosk model identified by the Vendor/Contractor.
- Customer experience design: wayfinding, on-screen UX standards, plain language.
- Rollout approach typically implemented by the Vendor/Contractor. Please include a sample pilot plan for any identified locations, typical footprint requirements and scaling capabilities or limitations as applicable to each kiosk model identified.
- Typical performance metrics & reporting capabilities for each kiosk model identified, including throughput as applicable along with successful transaction specific completion and error rate (%) as well as any known customer satisfaction data available.
- Typical services available with each kiosk model identified. The Commission is primarily interested in each model's capabilities to successfully complete such tasks as vehicle registration renewals as well as the capability to issue duplicate vehicle registrations and address updates. Please note: NJMVC may require the ability to expand kiosk-supported transactions to meet customer needs in a dynamic service environment.
- Accessibility and Form Factors: ADA compliance, multilingual options, audio guidance, and adjustable screens are necessary for inclusivity.
- Payment and Compliance: Cashless payments, reliable receipt and refund functions, and strict PCI adherence to protect customer data and ensure secure transactions.
- Additional information which may be of interest to NJMVC, if available from the Vendor/Contractor, includes examples of the Vendor/Contractor completing one (1) or more successful State-level kiosk programs and any resulting customer experience documented for another State program as well as any other public-sector kiosk deployments demonstrated to be successful at a similar size and scope.

IT Requirements:

Cryptographic protection requirements for network communications:

- TLS: version 1.2 minimum; TLS 1.3 recommended for new implementations
- IPsec: IKEv2 recommended
- Approved algorithms: AES-128/192/256, RSA 2048-bit min, SHA-256/384/512

Data storage and encryption requirements:

- Full-disk encryption using AES (128-bit and higher) using FIPS 140-3 validated modules must be used to encrypt storage media on the devices
- Sensitive data must not be stored on devices on a permanent basis.

Identity verification services:

- The system must support the ability to make calls to identity verification web services to confirm identity of individual processing a transaction at the kiosk at the start of the transaction.
- The kiosk must support capturing an image of the customer for fraud prevention and investigative purposes.

Specifications Overview:

For each kiosk model identified by the Vendor/Contractor please provide and detail:

- Standard PC specs typically provided.
- Typical touch screen size for a standard machine offering to comply with ADA Regulations.
- Kiosk capability to access online services.
- Wireless capabilities.
- Kiosk capability to house a credit card reader and/or a printer. Please provide print requirements, capacity and capabilities
- Kiosk models capable of housing a web cam.
- Specify fixed housing or identify other secure, tamper resistant, smaller housing availability on a pedestal type stand.
- Identify kiosk transport capabilities for each model identified, e.g., stationery built for permanent installation or easily transported mobile type housing for transport in and use with NJMVC Mobile Agency Vehicles.

Vendor/Contractor RFI Response Guidance

In its response to this RFI the Vendor/Contractor should:

- Provide 1–2 case studies of comparable state/DMV kiosk deployments with quantitative outcomes.
- Describe implementation timeline with milestones for a similar statewide pilot and rollout.
- List hardware models, certifications, and supporting SLAs successfully implemented for such programs. ADA & PCI attestations should be included as available.
- Outline integration approach and anticipated resources which may be required of NJMVC (e.g., APIs, test environments).
- List anticipated and realized risks and mitigations as appropriate with applicable security measures and incident response steps implemented during pilot program and Go Live.

Please Note: In the event a responding Vendor/Contractor holds a valid NJ START registration and/or current contract with the State of New Jersey, those Vendors/Contractors should include its NJSTART Vendor ID# and as applicable, any currently active Contract # held with the State of New Jersey within its response to this RFI.