

State of Florida
Department of Highway Safety and Motor Vehicles
Request for Information (RFI) No.: DHSMV-RFI-046-16
On-Line Insurance Verification System

1.0 INTRODUCTION

The Florida Department of Highway Safety and Motor Vehicles (Department or DHSMV), hereby issues this Request for Information (RFI) seeking information from interested parties who can provide the Department with the latest information regarding On-Line Insurance Verification Systems.

The Department, insurance companies, the motoring public, court system, law enforcement, and various other entities rely on the timeliness and validity of insurance information. Offices that issue motor vehicle registrations utilize insurance information to ensure that registered vehicles in the state have adequate coverage. Insurance companies depend on being able to support compliance with Florida's insurance laws by providing verification of current insurance. Law enforcement uses this information to verify auto insurance at traffic stops and crashes. These are just a few examples to illustrate the importance of exchanging information that is both reliable and timely.

As the Department moves forward with its modernization initiative, it is critical that we conduct a comprehensive analysis of the current environment and considers a cost effective, practical approach for system implementation.

2.0 DEFINITIONS

- A. **Vendor:** Any firm or person who submits a response to the Department in regard to this RFI.
- B. **Response:** All information, documentation, and other materials submitted by the Vendor in answering to this RFI.
- C. **Extension Markup Language (XML):** is a markup language that defines a set of rules for encoding documents in a format that is both human-readable and machine-readable.

3.0 BACKGROUND

The topic of online insurance verification was discussed during the implementation of the Department's Financial Responsibility (FR) Redesign project. Developing .Net jobs and requiring the companies to report in XML (Extensible Markup Language) were chosen as future goals of moving to an On-Line Insurance Verification (OLIV) system. The FR Redesign initiative ended in October 2014, although much of the original development was not completed and subsequently transitioned to Motorist Modernization Phase I (i.e. Clearances, Reports, Security Deposits, XML, Self-Insurance, Seize Tag, FR History, etc.).

Upon implementation of the FR Redesign project, the Department was required to maintain separate reporting systems for insurance companies to provide policy information. Policy information is currently transmitted by insurance companies in two formats, XML and flat text files. In some instances, information is reported manually. Insurance information is processed via

batch processes, as well as through an internal web service. Over the years, the accuracy of the insurance company data on DHSMV's database has declined. Processing errors, bugs, legislative changes and insurance company mergers and acquisitions, have caused many mismatches from their databases to the DHSMV database.

In addition, with the FR Redesign project, some insurance companies developed their system to send information to the Department in XML format. However, because the Department has not fully completed XML conversion, they are still required to send both XML and flat files. With two file types, the potential for reporting or processing errors increases. For those companies that elected to wait on the conversion to XML, this has also affected their ability to perform a Book of Business (BOB) data reload. The Department has the capability to handle a BOB reload in XML or flat file; however, companies that are not yet converted to XML do not want to develop a reload process in flat file when it will be obsolete after the XML conversion. At this time, the Department cannot reasonably require companies to complete a reload of their Book of Business. As a result of these challenges, the Department is considering options to modernize and improve associated processes, legislation and systems.

4.0 PURPOSE OF AN RFI

Rule 60A-1.042, Florida Administrative Code (F.A.C.), provides that an agency may request information by issuing a written RFI. Agencies are authorized to use an RFI in circumstances including, but not limited to, determining whether or not to competitively procure a commodity or contractual service, determining what solicitation process to use for a particular need, or researching general, special, and/or technical specifications for a solicitation.

A Vendor's response to a RFI is not an offer and the agency may not use the Vendor's submission to justify a contract with that Vendor without otherwise complying with Chapter 287, Florida Statutes (Fla. Stat.) and Rule 60A-1.042, F.A.C. Vendor responses to this RFI will be reviewed for informational purposes only and will not result in award of a contract.

Vendors submitting a response to an agency's RFI are not prohibited from responding to any related subsequent solicitation. Vendors are not required to submit a RFI response in order to participate in any subsequent solicitation.

5.0 REQUESTED INFORMATION

The Vendor shall prepare its RFI response simply and economically, providing a straightforward, concise description of the solution(s) available. Fancy bindings, colored displays, and promotional material are not desired. Responses are to be organized as directed below.

- A.** Provide a cover letter identifying the Vendor's contact information.
- B.** Provide answers to the questions below by reprinting each question in your RFI response:

TAB A - Overview

1. Give a description of your understanding and approach to accomplishing the goals described within this RFI document.
2. Give a description of the suggested solution; emphasizing open standards based on Commercial Off-the-Shelf (COTS) technologies, as appropriate.
3. Explain why the suggested solution was chosen.

TAB B - Vendor Background

1. Provide a statement giving a brief history of your company, how it is organized and summary of available products.
2. Provide the company's official name, address and website URL.
3. Describe how long the company has been in business.
4. List and explain your company's experience working with public safety agencies.
5. Provide a list of other states, jurisdictions, and companies that have utilized the suggested solution.
6. Describe the history of your suggested solution.
7. Describe how much reliance the company places on Commercial Off-the-Shelf, non-proprietary equipment.

TAB C – System Components

Provide a detailed list of products that would likely be necessary, as well as the system requirements, to support the suggested solution as intended by this RFI as far as the following are concerned:

1. Software;
2. Hardware, including Energy Star rated equipment;
3. Third party products;
4. Warranty; and
5. Maintenance and support.

TAB D – System Cost

Provide sample cost information that would apply to a solution as described in your RFI response, including, but not limited to:

1. Overall Initial cost;
2. Total cost over ten (10) years;
3. Maintenance and support for the term of a 10-year contract;
4. Projected recurring subscriber costs; and
5. Any business plan consideration, including any applicable public-private partnership components.

NOTE: To preserve your ability to bid on any future procurement related to this RFI, it is important to provide general pricing information only (i.e., competitive ranges, and variable impacting price, etc., not a specific price quote).

TAB E - Implementation/Maintenance

1. Provide an overview of the implementation process and its complexity, along with a realistic estimate of the timeframe required for the implementation phase.
2. Describe the complete level of effort to implement the system described.
3. Describe the requirements (both financially and staffing related) to maintain the system.
4. Describe the method(s) by which the products would be supported during a continuous contractual period.

TAB F – Benefit to the State

Provide any additional information not already requested in this RFI that the Vendor believes would be helpful to the Department in considering solutions to the goals outlined herein.

6.0 RESPONSE SUBMISSION

The Vendor shall submit:

- a. One (1) original version of the response submittal, with five (5) copies.
- b. One REDACTED scanned copy of the response, if applicable. See Section 11.0.
- c. One scanned copy of the entire response, and redacted response, if applicable, in Adobe (.pdf) on a USB flash drive.

Sealed packages to be delivered shall be clearly marked on the outside of the package with the RFI number and company name. Vendors shall submit the RFI response to the Issuing Officer at the address indicated in Section 13.0.

OR

ELECTRONIC SUBMISSION OF VENDOR RESPONSES

The Vendor shall submit its RFI response by or before the date and time indicated in the Calendar of Events to the Issuing Officer identified in Section 13.0.

7.0 CALENDAR OF EVENTS

The table below contains the Calendar of Events for this RFI. Vendors should become familiar with the Calendar of Events. The dates and times within the Calendar of Events may be subject to change. It is the Vendor's responsibility to check for any changes. All changes to the Calendar of Events will be through an addendum to the RFI. Vendors are responsible for submitting all required documentation by the dates and times indicated below (Eastern Time). The Department will not consider late documents.

DATE	TIME	ACTIVITY
June 29, 2016		RFI is released
July 7, 2016	3:00 p.m.	Questions and/or requests for clarification are due to the Issuing Officer.
July 13, 2016		Anticipated date that answers to questions received and requests for clarification will be posted on the VBS.
July 25, 2016	3:00 p.m.	RFI responses are due.
TBA		Vendor Demonstrations

8.0 ADDENDA TO THE RFI

The Department will post addenda to this RFI on the Florida Vendor Bid System (VBS) at:

http://vbs.dms.state.fl.us/vbs/search.criteria_form

Each Vendor is responsible for monitoring the VBS for new or changing information.

9.0 QUESTIONS

Questions or requests for clarification regarding this RFI shall be submitted in writing to the Issuing Officer identified in Section 13.0 by the date and time specified in the Calendar of Events or as amended by the Department. Questions will not be answered via telephone. The Department will post answers to questions received on the Vendor Bid System (VBS) by the close of business on the date stated in the Timeline.

10.0 DEMONSTRATIONS

After the Department receives responses to this RFI, and at the sole discretion of the Department, Vendors may be selected to demonstrate to the Department the Vendor's products and services relating to the information submitted in the RFI response.

The purpose of the demonstration is to permit the Department to visually see and confirm stated functionalities and capabilities and to ask questions related thereto.

11.0 PROPRIETARY INFORMATION

Any portion of the submitted response which is asserted to be exempt from disclosure under Chapter 119, Fla. Stat., shall be clearly marked "exempt", "confidential", or "trade secret" (as applicable) and shall also contain the statutory basis for such claim on every page. Pages containing trade secrets shall be marked "trade secret as defined in section 812.081, Fla. Stat." Failure to segregate and identify such portions shall constitute a waiver of any claimed exemption and the Department will provide such records in response to public records requests without notifying the Vendor. Designating material simply as "proprietary" will not necessarily protect it from disclosure under Chapter 119, Fla. Stat.

12.0 VENDOR COSTS

Vendors are responsible for all costs associated with the preparation, written submission, and any potential demonstration to discuss this Request for Information. The state of Florida, Department of Highway Safety and Motor Vehicles will not be responsible for any vendor-related costs associated with responding to this request.

13.0 ISSUING OFFICER

The Issuing Officer, acting on the behalf of the Department, is the sole point-of-contact with regard to all matters relating to this RFI. All questions and requests for clarification are to be directed to:

Cassandra Williams, PMP®, FCCN, FCCM
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Florida Department of Highway Safety and Motor Vehicles
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