

**STATE OF FLORIDA
DEPARTMENT OF HIGHWAY SAFETY
AND MOTOR VEHICLES
REQUEST FOR INFORMATION (RFI)
DHSMV RFI 030-18**

1.0 INTRODUCTION

The Florida Department of Highway Safety and Motor Vehicles (Department), hereby issues this Request for Information (RFI) seeking information from interested parties who can provide the Department with the latest information on implementing an International Registration Plan (IRP) and International Fuel Tax Agreement (IFTA) program and/or system that will be administered by the Department.

2.0 PURPOSE OF A 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 a RFI in circumstances including, but not limited to, determining whether 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. Vendors submitting a response to an agency's RFI are not prohibited from responding to any related subsequent solicitation. Vendor responses to this RFI will be reviewed for informational purposes only and will not result in award of a contract. Vendors are not required to submit a RFI response to participate in any subsequent solicitation.

3.0 DEFINITIONS

- A. Customer** – Persons receiving goods and/or services, typically from a business entity. As used herein, "customer" refers to State of Florida citizens.
- B. Jurisdiction** - A state, territory or possession of the United States, the District of Columbia, or a state or province of a country.
- C. Motorist Modernization Phase II** – Second phase of the Motorist Modernization Program initiative to refine and unify driver license and motor vehicle title and registration systems.
- D. Motorist Modernization Program** - The Department's planned reengineering of its motorist services processes, databases, and legacy software systems.
- E. MyDMV Portal** - A customer portal focusing on motor vehicle services that will allow motorists better access to available services and permits customers to interact with the Department through the portal.

- F. Performance and Registration Information Systems Management (PRISM) -**
A federal-state project, which ties motor carrier safety to the privilege to register commercial motor vehicles.
- G. Response -** All information, documentation, and other materials submitted by the Vendor in answer to this RFI.
- H. Vendor -** Any firm or person who submits a response to the Department regarding this RFI.

4.0 BACKGROUND

This RFI encompasses only IRP/IFTA activities as defined within the first two paragraphs below. This section also includes information about the Motorist Modernization Program, of which IRP/IFTA is a component.

The International Registration Plan (IRP) is an agreement among the 48 contiguous states of the United States (U.S.), the District of Columbia and provinces of Canada providing for payment of commercial motor carrier registration fees. To operate in multiple states or provinces, motor carriers must register in their base jurisdiction (state or province).

The International Fuel Tax Agreement (or IFTA) is an agreement among the 48 contiguous states of the U.S. and the Canadian provinces, to simplify the reporting of fuel use by motor carriers that operate in more than one jurisdiction. Alaska, Hawaii, and the Canadian territories do not participate.

The Department's Motorist Modernization Program (hereinafter "Program") is undergoing the re-engineering of all its motorist services systems to better serve and support its customers. To ensure success in this endeavor, a multi-year phased plan approach has been implemented to better mitigate risks, prevent system downtime, and provide improved functionality over time. The Department is employing a staged, multi-phased re-engineering and re-development effort that prioritizes and schedules the planned work over multiple years.

Phase II Program activities involving primarily the Department's Motor Vehicle databases and related systems, which include the following:

- A. Redesign database structure and implement data quality controls:** The Department recognizes the need to implement controls to support data quality. By redesigning the Motor Vehicle Issuance Database, the Department can eliminate inefficiencies, redundancies and discrepancies present in the current database implementations and build a central repository of accurate data, free of duplications and errors and available for reporting in a timely fashion.
- B. Replace the Florida Real-Time Vehicle Information System (FRVIS) and supporting systems:** FRVIS is a client/server application used in the Department's headquarters in the Neil Kirkman Building, Tallahassee, Florida, that is also deployed statewide in the various Florida tax collector's offices and in regional Department offices to support the motor vehicle issuance process. To stay interoperable with the changes to the underlying database, the batch processes that maintain motor vehicle records and FRVIS must be upgraded in unison.

The FRVIS system includes the following subsystems and supporting processes:

1. **Titles:** Subsystem used to provide titling services such as original title, duplicate title and title transfers.
 2. **Registrations:** Subsystem used to provide registration services to customers including issuance of an original, renewal, replacement, and duplicate registration.
 3. **Inventory:** Subsystem used to track and manage issuance of inventory, such as decals, title paper and license plates.
 4. **Vehicle Inspections:** Subsystem used to support inspection of rebuilt motor vehicles, mobile homes, or motorcycles previously declared salvage or junk.
 5. **Disabled Persons Parking Permit Placards:** Subsystem used to provide original, temporary, or subsequent parking permit placards to customers.
 6. **Dealer Licensing, Track Consumer Complaints:** Subsystem used to support the regulation of licensing of motor vehicle dealers and manufacturers, and to process and track consumer complaints.
 7. **Mobile Home Installer:** Subsystem used to support the installation of mobile homes, manufactured homes and park trailers, and for manufacturing components, products, or systems used in the installation of mobile homes, manufactured homes and park trailers.
 8. **Motor Vehicle Batch Programs:** Subsystem used to batch programs that support Motor Vehicle-related processes, data exchanges, reporting and printing.
 9. **International Fuel Tax Agreement/International Registration Plan (IFTA/IRP):** IFTA is the subsystem used to support an agreement between states and Canadian provinces to simplify the reporting of fuel use by motor carriers. IRP is the subsystem used to support the reciprocal agreement that authorizes the proportional registration of commercial vehicles among member jurisdictions (states, Canadian provinces, and Washington, D.C.).
- C. Development of a Fleet Management System:** The Department will develop and implement a subsystem that will allow participants to manage the title and registration activities for all fleet vehicles (e.g., rental and leasing companies) electronically. These activities will include renewing all expiring registrations at one time, registering titles and vehicles electronically, reporting vehicles sold, and facilitation of fleet records management.
- D. MyDMV Portal:** The Department has been developing a new customer portal as part of Phase I of its Motorist Modernization Program. The new customer portal will replace GoRenew.com, the Department's current self-service portal, also known as "Virtual Office," as this application provides limited access to services for motorists. During Phase II of Motorist Modernization, the Department will continue to add functionality to the MyDMV Portal focusing on motor vehicle services that will allow motorists to

access more services, and permit customers to interact with the Department through the portal

- E. Mobile Driver License:** The Department will implement a mobile driver's license (mDL), which is a digital representation of the information contained in a physical DL, stored on or accessed with the help of a device (owned and controlled by the DL holder) such as a cell phone or tablet. The mDL will support identity management during the Motor Vehicle transaction.

The Department's Schedule IV-B can be found at the following location in the Florida Fiscal Portal:

<http://floridafiscalportal.state.fl.us/Document.aspx?ID=17221&DocType=PDF> (beginning on page 216 of 617), which will provide a more complete description of the Program.

5.0 PROJECT GOALS

The Department seeks information on requirements gathering, validation, designing, developing, and implementing a Commercial Off-The-Shelf (COTS) IRP/IFTA solution for the Department.

A. The solution must fully comply with all requirements of the following:

1. International Registration Plan, the International Registration Policies and Procedures and the International Registration Plan Uniform Operational Audit Procedure Guidelines. See (<http://www.irponline.org>).
2. All requirements of the IRP Clearinghouse. See (<http://www.irponline.org/?page=Clearinghouse>).
3. All requirements of the Performance and Registration Information Systems Management (PRISM) from the Federal Motor Carrier Safety Administration (FMCSA). See (<http://cvisn.fmcsa.dot.gov/default.aspx?PageID=prism>).
4. International Fuel Tax Agreement, the International Fuel Tax Agreement Policies and Procedures and the International Fuel Tax Agreement Uniform Operational Audit Procedure Guidelines. See (<http://www.iftach.org/>).
5. All requirements of the IFTA (International Fuel Tax Agreement) Clearinghouse. See Procedures Manual/Audit Manual (<http://www.iftach.org/>).
6. All requirements of the IRP Florida Commercial Vehicle Information Exchange Window (CVIEW); which is a repository and forward system used to share commercial vehicle data, carrier credentials and safety information.

B. The following list of capabilities/tasks are desired in any potential solution and the Department seeks more information on how any given approach can meet these capabilities/tasks:

1. The Vendor must be able to support the Department's participation in the International Registration Plan, Inc.'s Clearinghouse, including the exchange of financial/account and demographic/transmittal information with the Clearinghouse.

2. The Vendor must be able to support the Department's participation in the International Fuel Tax Agreement, Inc.'s Clearinghouse, including the exchange of financial/account and demographic/transmittal information with the Clearinghouse.
3. At a minimum, the recommended solution should outline IRP and IFTA system capabilities for the following:
 - a. Internal Controls and Accountability Features
 - b. System Security and Control Features
 - c. Printing and Reporting Functions
 - d. System Maintenance Requirements
 - e. Back-Up and Recovery Requirements
 - f. Report and/or Correspondence Generation
 - g. Software or System Interface with Existing Systems
 - h. Carrier IRP/IFTA Audit Capabilities to meet Federal Guidelines
4. Other differentiating features and characteristics that are not required, but would like to be explored, include system capabilities for the specific functionalities of the following:
 - a. Vendor Portal Capabilities
 - 1) Ability for users to create online account(s) for IRP/IFTA
 - 2) Ability to submit online IRP transactions (license plates, cab cards, duplicates/replacements, transfer plates, weight increases, DOT corrections, registrations, cancellations of registrations, renewals, add/remove/transfer vehicles)
 - 3) Ability to submit online IFTA transactions (decal orders, replacement decals, tax returns, registrations, renewals)
 - 4) Ability to attach documents/supporting documentation as part of online transactions
 - b. Software Bulk Upload Capability

Bulk Tax Returns/Renewals by Carrier Services Companies
 - c. Fee Maintenance Capability
 - 1) Jurisdiction Fees (including history)
 - 2) Exchange Rates (including history)
 - 3) Penalties/Fees (including history)
 - d. Transaction History/Transactional Security/Auditing History
 - e. System Configuration Capabilities
 - 1) User Regions
 - 2) Transaction/Audit Assignment
 - 3) User Types (Carrier Service Companies, etc.)
 - 4) Business Rules (Transactions types, Due dates, deficiencies, penalties, Approval, Denial/Suspension)
 - 5) Jurisdictions, Weight Groups, Address types, Name types

- 6) Notifications, Alerts, Workflow
- 7) Data Validation
- f. Payment and Refund Tracking/Processing
- g. Reporting Capability
 - 1) Average Per Vehicle (APV) Distance Chart
 - 2) Audit Selection List
 - 3) Ad-hoc Reporting
- h. Any additional information the Vendor thinks applicable to differentiate its solution and/or approach

6.0 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.

If applicable, the cover letter shall also include a statement that a "Redacted" response **is not** included, and that the "Original" response is suitable for public release. See Section 7.0, Response Submission.

B. Provide a description for the requirements below by reprinting each question in the RFI response:

TAB A - Overview

1. Provide a description of the company's understanding, and approach to accomplishing the goals described in Section 5.0, Project Goals.
2. A description of the proposed solution; emphasizing open standards based on Commercial Off-the-Shelf (COTS) technologies, as appropriate.
3. An explanation of why the suggested solution was chosen.

TAB B - Vendor Background and Experience

1. Provide a statement giving a brief history/background and experience 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. Describe work breakdown structures, project schedules and management of those schedules, and anticipated timelines for implementing a COTS;
5. List and explain the company's experience working with public safety agencies.
6. Provide a list of other states that your company is currently providing IFTA or IRP services to.
7. Provide a summary the company's technical knowledge and expertise surrounding IRP/IFTA solutions;
8. Provide a list of other jurisdictions, and companies that have utilized the solution;

9. Provide possible recommendations for completing the related tasks;
10. Describe the history of the suggested solution; and
11. Describe how much reliance the company places on COTS non-proprietary equipment.

TAB C - Product Components

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

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

TAB D - Functionality

1. System Architecture
2. Security
3. Licensing
4. User Interface
5. Level of component integration
6. Storage

TAB E – Cost

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

1. Product or Line Item
2. Quantity Required – Number of each product/line item required. Cost per product or line item
3. Overall Initial cost (5-year term)
4. License fees associated with the solution
5. Cost Benefit Analysis

Note: To preserve your company's 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 F – Implementation/Maintenance

Provide the following details for the proposed solution:

1. 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 G – ADDITIONAL INFORMATION

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.

7.0 RESPONSE SUBMISSION

The Vendor shall submit:

- a. One (1) **ORIGINAL** version (marked “Original”) of the response submittal, and five (5) **COPIES** (marked “copy”).
- b. One (1) scanned **REDACTED** copy (marked “Redacted”) of the response, if applicable. See Section 11.0, Proprietary Information.
- c. One (1) scanned copy of the entire “Original” 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 Procurement Officer at the address indicated in Section 13.0, Procurement Officer.

8.0 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.

RFI TIMELINE		
DATE	TIME	ACTIVITY
2/9/2018		RFI Issued.
2/19/2018	3:00 p.m.	Questions and/or requests for clarification are due to the Procurement Officer.
3/5/2018		Anticipated date that answers to questions received and requests for clarification will be posted on the VBS.
3/23/2018	3:00 p.m.	RFI responses are due.

April 2018		Demonstrations. If demonstrations are requested by working group, each Vendor will be contacted by the Department to schedule a date/time during the month of April 2018, and will receive specific instructions for the Demonstrations.
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9.0 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.

10.0 QUESTIONS

Questions or requests for clarification regarding this RFI shall be submitted in writing to the Procurement Officer identified in Section 13.0, by the date and time specified in Section 8.0, 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.

After the Department receives responses to this RFI, and at the sole discretion of the Department, one (1) or more 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. Broad disclosures, such as marking “confidential” on every page, including those on which no trade secret, proprietary, or other confidential information is present, are not acceptable.

12.0 A REDACTED response must have redacted information blacked-out, whited-out, or otherwise made non-readable.

13.0 VENDOR COSTS

Vendors are responsible for all costs associated with the preparation, submission, and any potential demonstration to discuss this RFI. 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.

14.0 PROCUREMENT OFFICER

The Procurement 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:

Glenn Mulvaney, Purchasing Specialist
Bureau of Purchasing and Contracts
Florida Department of Highway Safety and Motor Vehicles
Neil Kirkman Building, MS# 31
2900 Apalachee Parkway
Tallahassee, Florida 32399-0524
850-617-3180
GlennMulvaney@flhsmv.gov