

# **Request for Information (RFI)**

**New York State Department of Motor Vehicles**

**Insurance Verification System**

**New York State Department of Motor Vehicles  
6 Empire Plaza  
Albany, New York 12228**

# NEW YORK STATE DEPARTMENT OF MOTOR VEHICLES

## Insurance Verification System

### Request for Information

The New York State Department of Motor Vehicles (“DMV”) hereby issues this Request for Information (“RFI”) to solicit information from the vendor community to explore all available options in technology presently available for an automated system that provides an electronic and/or online verification solution for the tracking of insurance status to ensure compliance with financial security requirements of the Vehicle and Traffic law.

#### 1. INTRODUCTION

The purpose of this RFI is to gather information from the vendor community with respect to technologies presently available for an automated system that provides an electronic and/or online verification solution for the tracking of insurance status of vehicles registered in New York State. DMV administers the New York Vehicle & Traffic Law and Commissioner Regulations that pertain to compulsory automobile liability insurance coverage. DMV is charged with the task of identifying uninsured motorists, issuing sanctions, and later, as applicable, restoration of registration and driver license privileges after violations of compulsory insurance requirements, uninsured crash/operation, and court-ordered unsatisfied judgments. The current system has allowed NY to maintain one of the lowest uninsured rates in the country at 4.1% (2019 Insurance Research Council). Over 11 million registrations are currently monitored for insurance status and continuous liability (i.e., lapse reporting) during the duration of a registration.

DMV is interested in learning about a system that allows for the timely or real time verification of insurance status for registrants in NYS.

The system must include administrative controls that allow such things as customization of timeframes, letter campaigns, and approved reporting Insurance Companies.

Vendor solutions provided are not necessarily required to adhere to current VTL and Commissioner Regulations for the purposes of providing information on proposed systems and best practices.

The information received from vendor responses may be reviewed by program staff and executive management and may be used, where appropriate, to develop a Request for Proposal (RFP) or Invitation for Bid (IFB).

#### 2. GUIDANCE FOR RESPONDENTS

DMV may issue an IFB or RFP using information from submissions to this RFI. Respondents to this RFI will not be precluded from responding to a future IFB or RFP, if any. Responses should follow the format and sequence provided in Section 3 of this RFI. DMV is not responsible or liable

for any costs incurred by any respondent pertaining to the preparation, production, or submittal of any written response to this RFI or for participation in a demonstration in response to this RFI.

## **2.1 CONFIDENTIALITY**

All documents and materials submitted by a respondent shall become the property of DMV.

All materials submitted by respondents are considered agency records pursuant to New York State's "Freedom of Information Law" (FOIL) (See, Public Officers Law, Article 6). Agency records are generally available to the public upon request. However, pursuant to Public Officers Law, Section 87(2)(d), DMV may "deny access to records or portions thereof that are trade secrets or are submitted to [DMV] by a commercial enterprise *or* derived from information obtained from a commercial enterprise *and* which if disclosed would cause substantial injury to the competitive position of the subject enterprise."

In order for respondents to claim the exemption from disclosure provided by this provision of law, respondents must mark as "CONFIDENTIAL" any proprietary information contained in their RFI response that they wish to protect from further disclosure or dissemination.

By the act of submitting a response to this RFI, respondents acknowledge that (1) the submission of the response shall be the respondent's sole opportunity to claim such exemption from disclosure or dissemination of information contained in their response, and (2) failure to mark such information as "confidential" will constitute a waiver of confidentiality and will release DMV and the State from any liability for disclosure or dissemination thereof.

DMV is charged with making the final determination concerning any exemption from disclosure claimed by respondents. In addition to so marking the information, respondents must provide DMV with a detailed written justification for classifying the information as "CONFIDENTIAL". Undocumented and unexplained claims for exemption from disclosure or dissemination shall not be binding upon DMV or the State. A conclusory declaration that disclosure would be injurious will not suffice. Respondents must assert that disclosure of claimed proprietary information, their written justification for exemption, or any portion thereof would be injurious, *and* must provide sufficient detail to support their claim for exemption from disclosure or dissemination under FOIL.

Respondents acknowledge that DMV may be required to release any such information if ordered by a court of competent jurisdiction. In such event, the Respondent will be notified of the commencement of legal action to compel disclosure, and the Respondent must either participate in the defense of such action or waive its claim of confidentiality. Failure to participate in the defense of such action shall be deemed a waiver of any claim of confidentiality.

## **2.2 RESPONSE LOCATIONS**

Responses must either be sent by mail to the address indicated below or via email to the email address indicated below. Respondents must clearly state "Response to RFI #C001026" on the outside of mailings or in the subject line of emails.

US Mail: New York State Department of Motor Vehicles  
Procurement Services  
6 Empire Plaza, Room 224  
Albany, NY 12228  
Attention: Jami Mileski  
or  
E-mail: [Jami.Mileski@dmv.ny.gov](mailto:Jami.Mileski@dmv.ny.gov)

### 2.3 SCHEDULE OF DATES

The following key events and dates apply to this RFI:

<b>Key Event:</b>	<b>Date:</b>
Release of RFI:	February 8, 2023
Respondent Questions Due:	February 17, 2023
Questions Answered on or Before:	March 3, 2023
Written RFI Responses Due:	March 14, 2023, by 2:00 p.m. ET
Period for Demonstrations:	April 2023

DMV reserves the rights to adjust key events and dates and will publish addenda to this RFI in the event that DMV deems it necessary to change any of the specified action dates.

### 2.4 QUESTIONS REGARDING THE RFI

Respondents are encouraged to submit questions if they require clarification of any portion of this RFI, or for any reason concerning this RFI.

All inquiries concerning this RFI must be submitted to the email address in Section 1.2, no later than Friday, February 17, 2023. Questions and answers to all questions will be compiled and publicly posted to the New York State Contract Reporter website on or before Friday, March 3, 2023. DMV may, at its discretion, contact vendors who submit questions for clarification before issuing a response.

### 2.5 DUE DATE

RFI responses must be received no later than 2:00 p.m. ET, Tuesday, March 14, 2023, to a Response Location in Section 2.2. Late responses may not be considered.

### 2.6 DEMONSTRATIONS

After responses are reviewed by staff, DMV may, at its discretion, invite interested entities to participate in a conference call/WebEx or in person for further facilitated discussions and/or demonstrations.

### 2.7 RESPONSE CLARIFICATIONS

DMV may seek additional information (clarifying or otherwise) following the receipt and consideration of RFI responses. Additional information may be sought through phone

discussions, meetings, or correspondence, and may be with an individual respondent, a subset of respondents, or all respondents.

### **3. INFORMATION REQUESTED**

The intent of this project is to gather information to make an informed decision on new technology solutions and best practices regarding an electronic and/or online verification solution for the purpose of verifying and tracking insurance status of vehicles registered in New York State, and to assist DMV with administration of the New York State Vehicle & Traffic Law and Commissioner Regulations that pertain to compulsory automobile liability insurance coverage and Insurance Carrier reporting. DMV is charged with the task of the timely identification of uninsured motorists, issuing sanctions, and, as applicable, restoration of registration and driver license privileges after violations of compulsory insurance requirements, uninsured crash/operation, and court-ordered unsatisfied judgments. Note the information submitted does not need to conform with current VTL and Commissioner Regulations. The information gathered may be used for the purposes of a future procurement.

#### **3.1 COVER LETTER**

- A. Vendor name and contact information, including e-mail address and phone number.
- B. Description of the organization.
- C. Description of the vendor's experience, if any, providing an electronic and/or web-based solution for the tracking of insurance status of vehicles. DMV prefers that respondents have at least three (3) years of verifiable experience or similar solutions operating in other states.

#### **3.2 AVAILABLE TECHNOLOGIES/STRATEGIES/PROCESSES**

Describe the solution(s) offered. Responses should address the following:

- A. Description of vendor's solution and customizable components.
- B. DMV's current solution is in the NYS Datacenter. Can the vendor's solution be installed and implemented "on prem" at NYS? Please describe what that might entail at a high level?
- C. Can the solution be cloud based?
- D. Does the vendor offer options for Cloud based hosted services as part of their solution?
- E. Description of how and to the extent the vendor's solution would integrate with existing DMV core processing systems (i.e., license and registration processing system used by DMV offices, DMV website, etc.).
- F. What are the necessary timeframes needed for testing, installing, and configuring the vendor's solution?
- G. What dependencies would the vendor have on DMV subject matter experts and New York State IT technical resources that would be required to be dedicated to implementing this solution (on Prem or Cloud based). What types of skills would be needed and what roles would be required to meet these timeframes?
- H. How often is the vendor's solution (software/infrastructure) updated and/or enhanced? Are enhancements or solution upgrades included or will they need to be purchased separately?
- I. Description of the solution's back-up and recovery methods.

- J. Description of the solution's security features.
- K. Description of transition plan for existing system.
- L. Approach to data migration from the legacy solution to the new solution (i.e., importing legacy data).
- M. Availability of historical data, to view full record timeline and to query a specific date up to two years prior and how it is accessed by stakeholders.
- N. Are customizable letters a function of the vendor's solution?
- O. Are built in timeframes for letters, suspensions etc. customizable?
- P. Describe the strategies for For-Hire, Commercial, and International Registration Plan (IRP) insurance reporting.
- Q. Describe the processes for both insurance verification (including at the point of registration) and reporting of cancellations and new policies.
- R. Describe the strategies for insurance proof type(s) presented by the customer as evidence of insurance.
- S. Describe the ability of other government entities to view insurance status of a registered vehicle.
- T. Is the solution installed in any other states or jurisdictions? If so, please provide a summary of the implementation including a description of the functions deployed. Also, describe if the solution is hosted on installed on state premises.
- U. Describe training and rollout plan.
- V. Describe any training materials (manuals etc.). Does the vendor's solution offer online user-based help or prompts to assist the user with the application?

### **3.3 USERS**

- A. Describe the solution's user roles and permissions, including capabilities for adding, removing, and setting access restrictions to users.
- B. Describe the ability for multiple users to use the solution concurrently.
- C. Describe the type of training the vendor offers and the level of training needed to use the solution proficiently. Does the vendor offer online training or is it class based?
- D. Describe canned reporting features.
- E. Describe ability for users to create own reports.
- F. Can non-DMV staff be granted access using role-based access and permissions? Describe how access is managed overall in the vendor's solution.
- G. Does the vendor's solution allow for multi-factor authentication?

### **3.4 MAINTENANCE**

Describe the maintenance and support services provided, technology lifecycle, and appropriate replacement/updating frequencies. Responses should address the following:

- A. Description of routine maintenance.
- B. Describe the Service Level Agreement the vendor provides to their customers.
- C. Provide average response times to the following:
  - 1) From initial support service request to initial response.
  - 2) From initial support service request to fully remediated/resolved issue.
- D. Describe the frequency of software and hardware updates (i.e., bug fixes, patches, minor changes and releases, version upgrades).

- E. Describe the vendor's method of tracking maintenance services provided.
- F. What solution components are covered under warranty and for how long?
- G. How will maintenance support services be provided for the solution software?
- H. Describe the change windows and frequencies of change windows (updates).
- I. Describe the vendor's support hours and methods of contact (i.e., how are incidents reported and tracked and updated)?

### **3.5 COST STRUCTURE**

Describe the typical cost structure for the Insurance Verification System. Please include information on the following items in your response:

- A. Cost breakdown of vendor solution.
- B. Maintenance fees (include term: first year, second year, etc., if applicable).
- C. License fees (if applicable).
- D. Installation costs.
- E. Training costs.
- F. Hourly costs for enhancement/change order processing.
- G. Costs for Cloud Hosting services (if applicable).
- H. Any additional cost elements that the vendor will base their price on; and
- I. Specific information needed from DMV to provide accurate price quotes.

### **3.6 OTHER INFORMATION (OPTIONAL)**

- A. The vendor may present other information, comments, and suggestions, or propose one or more approaches to the delivery of the Insurance Verification System.
- B. The vendor may indicate interest in providing a demonstration of the proposed solution to DMV, and what the demonstration would entail.
- C. The vendor may include information on any experience with IRP systems even if it is not related to insurance. This information should be included in a separate appendix.