

**REQUEST FOR PROPOSAL (RFP) – BID# 7528369**

**UNINSURED MOTORIST IDENTIFICATION DATABASE PROGRAM**

**SUBMISSION DEADLINE: Thursday, November 21, 2013 at 2:00 PM (ET)**

**PRE-BID CONFERENCE:**      **NO**  
   **YES** \_\_\_\_\_

**Mandatory:**      **NO**  
                          **YES:** Any vendor who intends to submit a bid proposal in response to this solicitation must have its designated representative attend the mandatory pre-bid conference. The representative must register at the pre-bid conference and disclose the identity of the vendor whom he/she represents. Because attendance at the pre-bid conference is mandatory, a vendor’s failure to attend and register at the pre-bid conference shall result in disqualification of the vendor’s bid proposal as non-responsive to the solicitation.

**Buyer Name:**   George Welly  
**Title:**            Interdepartmental Project Manager

**QUESTIONS** concerning this solicitation must be received by the Division of Purchases at (questions2@purchasing.ri.gov) no later than (Thursday, October 31, 2013, 3:00 PM (ET)). Questions should be submitted in a *Microsoft Word attachment*. Please reference the bid number (Bid #7528369) on all correspondence. Questions received, if any, will be posted on the Rhode Island Division of Purchases website as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

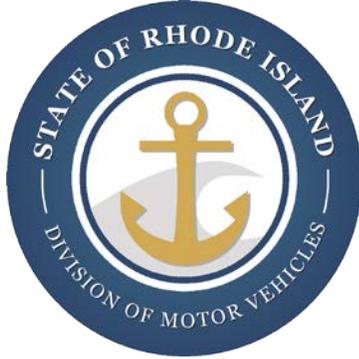
**SURETY REQUIRED:**        **NO**

**BOND REQUIRED:**           **NO**

**DISK BASED BID:**        **NO**  
   **YES:** See attached Disk Based Bidding Information

**NOTE TO VENDORS:**  
Vendors must register on-line at the Rhode Island Division of Purchases website at [www.purchasing.ri.gov](http://www.purchasing.ri.gov). Offers received without the completed four-page Rhode Island Vendor Information Program (RIVIP) Generated Bidder Certification Cover Form attached may result in disqualification.

**THIS IS NOT A BIDDER CERTIFICATION FORM**



STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS  
DEPARTMENT OF REVENUE  
**DIVISION OF MOTOR VEHICLES**

**REQUESTS FOR PROPOSALS**  
**for**

**Uninsured Motorist Identification Database Program**

**RFP # 7528369**

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## **DEFINITIONS**

As used in this Request for Proposal (RFP), the terms listed below means as follows, except where the context dictates otherwise.

<u>Term</u>	<u>Definition</u>
Business Proposal	Offeror's response to RFP questions and requirements, business plan and program information
Contract	Any agreement resulting from this RFP
Offeror	The successful offeror
Cost Proposal	Offerors proposed costs to the state for services provided in the offeror's proposal
DMV	Division of Motor Vehicles
Offeror	An organization, company, group, firm, individual, etc. that submits a proposal to this RFP
RIGL	Rhode Island General Law
State	State of Rhode Island
Uninsured Motorist Identification Database	A program that will serve as a data repository for the Division of Motor Vehicles and Insurance Companies within the State of Rhode Island
VIN	Vehicle Identification Number

## **1.0 REQUEST FOR PROPOSAL**

### **1.1 PURPOSE**

The Rhode Island Department of Revenue, Division of Motor Vehicles (DMV), seeks an offeror to develop an Uninsured Motorist Identification Database Program that will act as an insurance data repository for both the DMV and insurance companies conducting business within the state.

Additionally, the database will serve to verify compliance with motor vehicle owner's or operator's security requirements and assist in reducing the number of uninsured motor vehicles on the highways of the state.

### **1.2 CONTRACT OBJECTIVES**

The primary objectives of the contract are to:

1. Meet the requirements of the Uninsured Motorist's Identification Database legislation found in RIGL §31-47.4-1 through §31-47.4-10 (refer to Attachment B).
2. Matching, preparing and mailing of notices to owners of uninsured motor vehicles.
3. Staffing and operating a fully functional call center and website to accommodate inquiries and provide information to and process information provided by the interested parties.
4. Provide the DMV reports daily, weekly, monthly, or on demand related to uninsured motor vehicles.

### **1.3 BACKGROUND EXPLANATION**

The Uninsured Motorist Identification Database Program is authorized by Chapter § 31-47.4 of the Rhode Island General Laws. This program was established to verify compliance with mandatory motor vehicle insurance requirements and to assist in reducing the number of uninsured motor vehicles on the highways. Currently, there are approximately 700 insurance companies that are licensed to conduct business in Rhode Island that may be required to provide information to the Uninsured Motorist Identification Database. Approximately 300 companies are actually writing business and will be required to provide information immediately upon implementation.

The goal of this program is to enhance the insurance verification process of the DMV and reduce the number of uninsured vehicles on the road.

A complete copy of RIGL §31-47.4 in its enacted form is included in Attachment B.

### **1.4 SCHEDULE OF EVENTS (All times listed are local Rhode Island times)**

#### **A. Issuing Office and RFP Reference Number**

The State of Rhode Island Division of Purchases is the issuing office for this document and all subsequent addenda relating to it, on behalf of the DMV. The reference number for the transaction is solicitation # 7528369. This number must be referred to on all proposals, correspondence and documentation relating to the RFP.

## **B. Response Date**

One original and ten (10) identical copies of each proposal must be received at the State of Rhode Island Division of Purchases, One Capitol Hill, Providence, RI 02908, prior to the closing date and time specified, November 21, 2013 at 2:00 PM EST. Proposals received after the deadline will be late and ineligible for consideration. Information pertaining to names of the firms submitting proposals will be available after the proposal due date at <http://www.purchasing.ri.gov/bidding/BidSearch.aspx>.

## **C. Questions**

Offerors are invited to submit written questions and/or requests for interpretations or clarifications of the RFP [questions2@purchasing.ri.gov](mailto:questions2@purchasing.ri.gov) before the questions deadline, which is no later than 10/31/2013, at 03:00 p.m. ET. All submissions will be answered within a reasonable timeframe, and posted as an addendum to this solicitation on the Division of Purchases website.

## **1.5 ADMINISTRATIVE GUIDANCE**

### **A. General Information**

The purpose of this RFP is to enter into a contract with a qualified firm to provide Uninsured Motorist Identification Database Program services. This RFP is designed to provide interested offerors with sufficient basic information to submit proposals meeting minimum requirements, but is not intended to limit a proposal's content or exclude any relevant or essential data. Offerors are at liberty and are encouraged to expand upon the specifications to evidence service capability under any agreement.

### **B. Communication with Staff**

From the date this RFP is issued until a determination is made and announced regarding the selection of the offeror for this RFP, contact between offeror or their representatives and individuals employed with state government involved in the RFP process is prohibited.

### **C. Starting Date**

The successful offeror must be prepared for prompt implementation, to be in compliance with the statutory go-live date of July 1, 2014.

### **D. Term of Contract**

The contract resulting from this RFP will be for a period of three (3) years with two (2) subsequent one-year renewal options at the discretion of the state.

## **E. Performance Bond**

The successful bidder shall furnish a Performance Bond in the amount of \$200,000 before execution of the Project Agreement. The cost of the bond shall be the responsibility of the contractor. The bond must be issued by a corporate surety licensed to do business in the State of Rhode Island, and made payable to the "State of Rhode Island Department of Revenue."

## **1.6 OPERATIONAL SPECIFICATIONS**

After issuance of the contract, the system must be operational for six (6) months, and then be audited by the Department of Administration Bureau of Audits to ensure that the program is functioning to the DMV's specifications.

## **1.7 INSTRUCTIONS TO OFFERORS**

### **A. Terms**

Whenever the terms "**shall**", "**must**", "**will**", or "**is required**" are used in the RFP, the specification being referred is a mandatory requirement of this RFP. Failure to meet any mandatory requirement may cause rejection of the offeror's proposal.

Whenever the terms "**can**", "**may**", or "**should**" are used in the RFP, the specification being referred "**is a desirable**" and failure to provide any desirable item will not be cause for rejection, however, will probably cause a reduction in score awarded.

### **B. Economy of Presentation**

Each proposal shall be prepared simply and economically, providing straightforward and concise delineation of the offeror's capabilities to satisfy the requirements of this RFP. Fancy bindings, colored displays, and promotional material are not desired. Emphasis in each proposal must be on completeness and clarity in content. To expedite the evaluation of proposals, it is essential that offerors follow the format and instructions outlined in Section 4 ("Proposal Response Format") of this document. Misleading and/or inaccurate answers may be grounds for disqualification at any time in the procurement process.

### **C. Proposal Format**

All proposals must be typewritten or computer-generated using standard 8 ½" x 11" letter-sized paper (larger paper is acceptable for charts, spreadsheets, etc), and placed within a binder with tabs delineating the various sections.

## **1.8 PROPOSAL OBLIGATION**

The contents of the selected offeror's proposal will become contractual obligations along with the State of Rhode Island standard terms and conditions and will be incorporated into and become part of any contract resulting from this RFP.

## **1.9 PROPRIETARY INFORMATION**

The proposal of the successful offeror becomes public information. Proprietary information, clearly marked as such, can be protected under limited circumstances such as client lists and nonpublic financial statements. Pricing and service elements are not considered proprietary. An entire proposal may not be marked as proprietary. Offerors must clearly identify in the Executive Summary and mark in the body of the proposal any specific proprietary information they are requesting to be protected. The Executive Summary must contain specific justification explaining why the information is to be protected. Proposals may be reviewed and evaluated by any person at the discretion of the State. All materials submitted become the property of the State of Rhode Island and may be returned only at the State's option.

## **1.10 STANDARD INSTRUCTIONS AND NOTIFICATIONS**

- This is a Request for Proposals, not an Invitation for Bid. Responses will be evaluated on the basis of the relative merits of the proposal, in addition to price; there will be no public opening and reading of responses received by the Division of Purchases pursuant to this Request, other than to name those offerors who have submitted proposals.
- Potential vendors are advised to review all sections of this RFP carefully and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.
- Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this RFP will be rejected as being non-responsive.
- Proposals are considered to be irrevocable for a period of not less than ninety days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.
- All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.
- It is intended that an award pursuant to this RFP will be made to a prime vendor, or prime vendors in the various categories, who will assume responsibility for all aspects of the work. Joint venture and cooperative proposals will not be considered. Subcontracts are permitted,

provided that their use is clearly indicated in the vendor's proposal and the subcontractor(s) to be used is identified in the proposal.

- The purchase of services under an award made pursuant to this RFP will be contingent on the availability of funds.
- Interested parties are instructed to peruse the Division of Purchases website on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFP.
- Equal Employment Opportunity (G.L. 1956 § 28-5.1-1, et seq.) – § 28-5.1-1 Declaration of policy – (a) Equal opportunity and affirmative action toward its achievement is the policy of all units of Rhode Island state government, including all public and quasi-public agencies, commissions, boards and authorities, and in the classified, unclassified, and non-classified services of state employment. This policy applies to all areas where State dollars are spent, in employment, public services, grants and financial assistance, and in state licensing and regulation. For further information, contact the Rhode Island Equal Opportunity Office at (401) 222-3090.
- In accordance with Title 7, Chapter 1.2 of the General Laws of Rhode Island, no foreign corporation, a corporation without a Rhode Island business address, shall have the right to transact business in the State until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State (401-222-3040). This is a requirement only of the successful vendor(s).
- The vendor should be aware of the State's Minority Business Enterprise (MBE) requirements, which address the State's goal of ten percent (10%) participation by MBE's in all State procurements. For further information, contact the MBE Administrator at (401) 574-8253 or visit the website [www.mbe.ri.gov](http://www.mbe.ri.gov) or contact [charles.newton@doa.ri.gov](mailto:charles.newton@doa.ri.gov).

### **1.11 ORAL PRESENTATION/DEMONSTRATION**

An oral presentation of the proposal and a demonstration of the proposed system's capabilities are required. The offeror's project manager and other key staff members, as designated by the Evaluation Committee, must be available to answer questions. The offeror's project manager must present the proposal and conduct the demonstration. Assistance from other project staff members is acceptable. The Evaluation Committee reserves the right to require a demonstration of any proposed equipment. The demonstrations will be done at the sole expense of the offeror. Offerers must be available to do system demonstrations December 2, 2013 through December 4, 2013.

### **1.12 PROPOSAL OPENING**

Proposals timely received in response to this RFP will be opened at the issuing office on the scheduled due date and time. Offerors who wish to be present will be informed of only the names of other offerors submitting proposals. No other information will be given at that time.

### **1.13 PROPOSAL DISPOSITION**

Proposals submitted in response to this RFP will become the property of the state. Regardless of whether the state rejects any or all proposals, they may be returned only at the state's option, at the offeror's expense.

### **1.14 REJECTION OF PROPOSALS**

The state reserves the right to reject any and all proposals received as a result of this RFP and to waive informalities and minor irregularities in proposals received.

### **1.15 INCURRING COSTS**

The state is not liable for any costs incurred by offerors prior to the issuance of any agreement, contract or purchase order, and will not pay for information solicited or obtained. Information obtained will be used to determine the suitability of services offered. Any subsequent procurement will be in accordance with Rhode Island Procurement Regulations.

### **1.16 CANCELLATION AND REJECTION OF BIDS**

An invitation for bids, a request for proposals, or other solicitation may be cancelled, or any or all bids or proposals may be rejected, in whole or in part, as may be specified in the solicitation, when it is in the best interests of the state in accordance with Rhode Island Procurement Regulations.

### **1.17 AWARD**

The award will be made to the responsible offeror whose proposal is determined to be the most advantageous to the state, taking into consideration price and the evaluation factors set forth in this RFP. No other factors will be considered in the evaluation. The state reserves the right to make award based upon the specifications outlined in this RFP.

### **1.18 NEWS RELEASE**

News releases related to this RFP will not be made without the prior consent of the state, and then only in coordination with the issuing office.

## **2.0 SCOPE OF WORK**

### **2.1 GENERAL RESPONSIBILITIES**

#### **Task 1:**

Shall consist of designing and maintaining a computer database of insured vehicles in the State of Rhode Island. The offeror will obtain information for the database from:

RI DMV;  
RI Department of Business Regulation; and,  
Insurance Companies.

The DMV shall provide the contractor with the name, date of birth, address, and driver license, if available, of all persons having active registrations. The DMV shall also provide the year, make, registration and vehicle identification number for all active registrations.

The Department of Business Regulation will be required to provide the contractor with a list of all insurance companies licensed to do business in the state of Rhode Island. This list shall be provided on a monthly basis in an Excel spreadsheet.

Each insurance company that issues a policy that includes motor vehicle liability coverage, uninsured motorist coverage, underinsured motorist coverage, or personal injury coverage shall, before the seventh (7<sup>th</sup>) day of each calendar month, provide the contractor a record of each motor vehicle insurance policy in effect for vehicles registered in Rhode Island.

A record provided by the insurance company shall include year, make, registration and vehicle identification number of each insured vehicle; the policy number, effective date, and expiration date of each policy; and the name, date of birth, and if available, driver's license number of each insured owner or operator, and the address of the named insured.

**NOTE:** The contractor will be responsible for collecting and maintaining accurate contact information of all insurance companies conducting business in Rhode Island (i.e., insurance company names, names of contacts within the insurance verification departments of the insurance companies, phone numbers and email addresses) in order to quickly obtain clarification or request additional information regarding an insurance policy.

#### **Task 2:**

Shall consist of comparing the registration files provided by the DMV to the insurance policy files obtained by the insurance companies and comparing the two to determine which actively registered vehicles do not have an associated insurance policy. When a particular registration does not have an associated insurance policy for a period of three months, contractor shall begin sending notices to the registered owner.

**Task 3:**

Shall consist of the contractor providing a call center service and website for the general public to make complaints, provide information, make corrections or obtain assistance. The website shall utilize a “ri.gov” domain name. This call service must be active 24 hours per day to general public calls, e-mails or faxed documents. An interactive website must be provided to assist customers with information, and to allow them to respond to letters and inquiries. A current copy of RIGL §31-47.4-1 through §31-47.4-10 is contained in Attachment B.

It is the contractor’s responsibility to provide a call center and website to receive, process and update customer records, and answer queries and complaints.

- The contractor must have trained experienced, customer service-oriented employees.
- Must describe in detail how you will operate the call center, inclusive of the equipment necessary to facilitate the center, the hours of service, office space, and personnel.
- Must describe how the call center will communicate with the insurance database to update customer records.
- When complaints are made against the system, the contractor must supply the DMV the name and address of each person making a complaint, the nature of the complaint, and the resolution.

**Task 4:**

Contractor shall transmit a monthly file to DMV of motor vehicles and their registered owners who have been sent notices and have failed to comply. DMV will specify the file format, data fields and transmission method for this monthly file transfer.

**Task 5:**

Shall consist of providing reports in a format preapproved by the DMV that will provide sufficient detail for the administration of RIGL §31-47.4, or other applicable statutes, regulations, policies or procedures. Report requirements are contained in Attachment C.

**2.2 REPORT REQUIREMENTS**

The offeror must describe, in detail, how the proposed system will generate the reports described in Attachment C.

**2.3 AUDITS**

Offerors must provide a detailed description of how the system will provide audit capability for systems audit trails, document control, access control and software change control. Any audit will be

at the expense of the contractor and any corrective actions or control improvements will also be at the expense of the contractor.

- The contractor shall archive the computer data files at least semi-annually for auditing purposes. The archived data files must be in an electronic format preapproved by the DMV.
- Program Audit – The contractor is required to be audited every three (3) years by the Department of Administration Bureau of Audits. The contractor must allow access to all records, current and archived, to the Bureau of Audits including but not limited to: 1) billings made by the contractor for the database matching; and 2) the accuracy of the contractor’s matching of vehicle registration with insurance data. Any and all resulting corrective actions which result from the audit are the responsibility and cost of the contractor. The contractor has three months to implement any corrective action plan or control improvement.
- Access to Database – The successful contractor must provide full access to its systems, databases and employees to the Rhode Island Department of Administration’s Bureau of Audits.

## **2.4 TRAINING BROCHURE**

Contractors must provide a comprehensive training manual as well as an informational brochure detailing the system and its functionality, for use in training, and to hand out to users of the system for informational purposes.

## **3.0 PROPOSAL CONTENT**

### **3.1 BACKGROUND INFORMATION AND REFERENCES**

For each of the following statements or questions, offerors shall provide complete, concise, and accurate information. Failure to provide the information in the form requested or inaccurate or misleading information or answers may result in rejection of the proposal from evaluation. Please indicate the section number and page number immediately preceding your response. Before execution of contract, the successful offeror must qualify to do business in the State of Rhode Island.

Each offeror, by signing the proposal, agrees to allow the Evaluation Committee to contact any and all of the offeror’s references, and/or other persons or entities for which the offeror performs or has performed uninsured motorists database functions.

Provide the following verifiable information:

- a. Complete listing of all prior or current contracts with public entities for a fully functional Uninsured Motorists Database, or substantially similar program, during the past three (3) years. List contract beginning and ending dates.
- b. For each contract listed, provide the following information:

- Name and state of operation of public entity or business.
  - Name of key contact person(s) for the contract.
  - Business and electronic mailing address, telephone and fax numbers for the individual(s) listed.
  - Summary of the scope of the contract and the types of activities performed.
  - Duration these services have been performed.
  - Volume of vehicles and drivers dealt with in the database.
- c. Provide certificates of insurance, financial statements and financial ratings for offeror.
- d. Provide additional information the offeror would like the state to consider during the evaluation of the RFP.
- e. The offeror must provide past references, performance records and/or letters of satisfaction indicating a fully functional Uninsured Motorists or substantially similar Database. Include an independent audit of a currently operating system which verifies a match rate of vehicle to policy of ninety-five percent (95%) or greater. This audit must show that the match rate is of records received from Insurance Companies (or in the case of a substantially similar database, from the primary data source).

### **3.2 PREPARATION OF BUSINESS PLAN**

In preparation of the business plan, the offeror should thoroughly understand the provisions in the Scope of Work in Section 2, and Attachments A through D.

### **3.3 BUSINESS PLAN REQUIREMENTS**

A complete narrative of the offeror's assessment of the work to be performed, the offeror's ability and approach, and the resources necessary to fulfill the requirements are required. This should demonstrate the offeror's understanding of the desired overall performance expectations. Clearly indicate any options or alternatives proposed. A specific point-by-point response, in the order listed, to each requirement in the RFP.

The mandatory requirements and offeror deliverables for the Uninsured Motorist Identification Database are outlined in this RFP.

Offerors shall use the following general information in the development of their proposals:

- a. Full book of business mandatory matching must be performed monthly. Exception reporting is not acceptable. Full book of business means the offeror must start over with a clean database each month when matching records. Records must be matched with a minimum accuracy rate of at least ninety-five percent (95%) on the matching of vehicle information. Vehicle information includes year, make, model, registration and vehicle identification

number. The desired rate is ninety-eight percent (98%), on the matching of vehicle information. Explain in detail how your processes will be performed.

- b. Matching must be made on partial or incomplete data provided by approximately 300 insurance companies (this could be more than 700 companies if all licensed companies commenced writing, however it is likely that this number will remain within 300 – 400 during the period of this contract). Explain in detail. Contacts with insurers may be necessary for clarification or additional information.
- c. Must demonstrate the ability to mail approximately 100,000 uninsured motorist notifications at no additional cost to the state. These notices must be mailed accurately and in a timely manner, with the ability to exclude from the mailings the following vehicle types: commercial policies, self-insured, fleet and farm vehicles, or any other vehicle that is exempted by statute. Contractor is responsible for correcting addresses and resending returned mail. Must provide for a detailed description of how notices that are returned by mail are handled.
- d. Must have the ability to provide a one-year insurance history per registered vehicle (when applicable) and would prefer a three-year history.
- e. Information from the proposed system may only be disclosed in accordance with R.I.G.L. § 31-47.4-10 and the Driver Privacy Protection Act.

### **3.4 TECHNICAL REQUIREMENTS**

Offerors shall use the following technical information in the development of their proposals:

- a. The contractor must make software/hardware enhancements to the system, when any legislation, regulation or any user of the database requests or requires a change. These changes must be made in a timely manner as prescribed by the DMV or as required by law or regulation.
- b. At the discretion of the DMV or DBR, may be required to provide real-time updates as received by insurance companies, rather than on a monthly basis, without a fee increase. Explain how the updates by insurance companies will be accomplished, and how your company will receive this data.
- c. Must provide complete computer system (fully redundant), hardware, software, and communications to host the database, with accommodations for off-site storage of backups. Describe in detail your computer environment, hardware, software, operating systems, off-site storage capabilities and networking.
- d. History information may be required by the DMV, the Department of Administration Bureau of Audits, the Department of Business Regulation or the Law Enforcement Community. Include a detailed explanation of how this requirement will be met.
- e. History records may need to have additional fields provided to qualifying agencies:
  - o The insurance company name and the beginning/ending dates of the insurance policy.
  - o The policy number.

- The date the insurance company sent the record to the contractor to be updated.
  - The insurance agent's name and telephone number.
  - The date the insurance was cancelled, and provide insurance information if new insurance was purchased, if known.
- f. Must describe the building security at the facility used to house the hardware/software systems proposed.
  - g. Must have the ability to use a secure FTP server provided by DMV to transfer to and receive from DMV files in a format designated by DMV. File format may be changed as needed by DMV with thirty days notice to the successful vendor.
  - h. Must provide a detailed description of security for data, hardware, and network, including, but not limited to, the virus scanning utilities used to ensure that data transmitted to the DMV is virus free, consists of firewalls, intrusion detection, etc.
  - i. Must describe in detail handling of notices or letters being generated and sent after insurance verification comparison is made, and identifying all vehicles that do not have corresponding insurance policies in existence for three (3) consecutive months. The first notice will allow the owner fifteen (15) calendar days to provide documentation showing the vehicle is insured or is exempted. Upon failure to provide proof of insurance or exemption, a second notice will be generated and mailed to the appropriate vehicle owner, again, giving the owner fifteen (15) days to provide documentation showing the vehicle is insured or is exempted. These notices must be generated at no cost to the state. If proof of insurance or exemption is still not provided after the second notice, contractor must maintain the vehicle records in a holding file for thirty-one (31) days. At the end of the thirty-one (31) day period, contractor must compile a verification of the records in that file, and identification of the vehicles still not matched to insurance policies will be transmitted to DMV in a format designated by DMV so that revocation notices can be sent by DMV.
  - j. The proposed system must have the capability to accept electronic submissions of Vehicle Crash Reports from the Rhode Island Department of Transportation and verify whether each registered vehicle in the report had active insurance at the time of the accident. Insurance verification results for each vehicle involved in an accident shall be electronically transmitted to DMV in a file and format to be determined by DMV.

#### **4.0 PROPOSAL RESPONSE FORMAT**

##### **4.1 EVALUATION PROCESS**

- A.** An Evaluation Committee composed of state employees will be formed to review proposals and make recommendations for award of the contract.
- B.** The Evaluation Team will be responsible for conducting a comprehensive and impartial evaluation of all proposals and make a recommendation as to award of the contract.
- C.** The evaluation process will consist of two (2) separate components: Technical Proposal Evaluation and the Cost Proposal Evaluation. The Technical Proposal and the Cost Proposal are worth a total of one hundred points.



## 4.2 BUSINESS PROPOSAL CONTENTS

All proposals must be organized and tabbed with labels for the following headings:

- a. **RFP Form.** The State's Request for Proposal form (RIVIP) completed and signed.
- b. **Executive Summary.** The one or two-page executive summary is to briefly describe the offeror's proposal. This summary should highlight the major features of the proposal. It must indicate any requirements that cannot be met by the offeror. The reader should be able to determine the essence of the proposal by reading the executive summary. Proprietary information requests should be identified in this section.
- c. **Detailed Response.** This section should constitute the major portion of the proposal and must contain at least the following information:
  - A complete narrative of the offeror's assessment of the work to be performed, the offeror's ability and approach, and the resources necessary to fulfill the requirements. This should demonstrate the offeror's understanding of the desired overall performance expectations. Clearly indicate any options or alternatives proposed.
  - A specific point-by-point response, in the order listed, to each requirement in the RFP.
- d. **Cost Proposal.** Cost will be evaluated independently from the technical proposal. The cost proposal format is pursuant to the enabling legislation:

**R.I.G.L. § 31-47.4-2 (c)** The program will be funded by a percentage of the reinstatement fees collected pursuant to this chapter. The percentage of the reinstatement fee that will be provided to the designated agent will be determined by the division of motor vehicles. These fees will be maintained in the uninsured motorist identification restricted account.

And- a person:

**R.I.G.L. § 31-47.4-4(e)(1)** Pays to the division of motor vehicles an administrative reinstatement fee of two hundred fifty dollars (\$250), the fee imposed by the section is in addition to any other fines or penalties imposed by law;

The cost proposal will be enumerated on the attached Cost Proposal Form and will consist of a percentage of the reinstatement fees collected under this program that the offeror will charge the state.

Offeror understands that no payments will be made to the successful offeror until the program is underway and registration reinstatement fees have been paid to the state by motorists whose registrations have been revoked under this program.

Offerors shall use the following information in the development of their cost proposals:

- The cost proposal offer shall reflect total compensation for all actual costs incurred for startup, operation, implementation, and enhancements to the database inclusive of, but not limited to, the following:
  - Administrative offices and staff
  - Cost of obtaining information from Insurance Companies
  - Cost of obtaining information from Department of Business Regulation
  - Cost of obtaining information from Division of Motor Vehicles
  - Communication/Hardware Costs
  - Cost of Notifications
  - Cost of monthly updates to the database
  - Cost of Call Center Operations, inclusive of staff
  - Monthly Maintenance
  - Development Costs
  - Processing Costs
- Transition costs must be included in total bid – the Division of Motor Vehicles is undergoing a computer modernization and the offeror must be able to accept files from and send to the current system as well as the modernized system, once it is effective.
- The Cost Proposal must be in a separately sealed and marked envelope, apart from the Business Proposal.

e. **Additional information.** Charts, graphs, and attachments, if any.

## 5: PROPOSAL SUBMISSION

**Questions** concerning this solicitation may be e-mailed to the Division of Purchases at [questions2@purchasing.ri.gov](mailto:questions2@purchasing.ri.gov) no later than 10/31/2013, at 03:00 p.m. ET. Please reference **RFP #7528369** on all correspondence. Questions should be submitted in a Microsoft Word attachment. Answers to questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information. If technical assistance is required to download, call the Help Desk at (401) 574-9709. **No other contact with State parties will be permitted.**

Interested offerors may submit proposals to provide the services covered by this Request on or before the date and time listed on the cover page of this solicitation.

Responses (**an original plus ten (10) copies**) should be mailed or hand-delivered in a sealed envelope marked “**RFP#7528369**” to:

RI Dept. of Administration  
Division of Purchases, 2nd floor  
One Capitol Hill  
Providence, RI 02908-5855

**NOTE: Proposals received after the closing date and time specified, Thursday, November 21, 2013 at 2:00 PM EST time will not be considered.** Proposals misdirected to other State locations or those not presented to the Division of Purchases by the scheduled due date and time will be determined to be late and will not be considered. Proposals faxed, or emailed, to the Division of Purchases will not be considered. The official time clock is in the reception area of the Division of Purchases.

#### **RESPONSE CONTENTS**

Responses shall include the following:

1. One completed and signed four-page R.I.V.I.P generated bidder certification cover sheet downloaded from the RI Division of Purchases Internet home page at [www.purchasing.ri.gov](http://www.purchasing.ri.gov).
2. One completed and signed W-9 downloaded from the RI Division of Purchases Internet home page at [www.purchasing.ri.gov](http://www.purchasing.ri.gov).
3. **An original and ten (10) copies of the Technical Proposal** as described in Chapter 3, and Section 4.2, above.
4. **An original and four copies of a separate, signed and sealed Cost Proposal**, reproduced on Attachment A, submitted in a single envelope, and clearly marked “Cost Proposal.”
5. In addition to the multiple hard copies of proposals required, Respondents are requested to provide their technical proposal only in **electronic format (CD-Rom, disc, or flash drive)**. PDF format is preferable. Only 1 electronic copy is requested and it should be placed in the proposal marked “original”. Do not include form W-9 in the electronic copy,

#### **CONCLUDING STATEMENTS**

Notwithstanding the above, the State reserves the right not to award this contract or to award on the basis of cost alone, to accept or reject any or all proposals, and to award in its best interest.

Proposals found to be technically or substantially non-responsive at any point in the evaluation process will be rejected and not considered further.

**ATTACHMENT A**

**COST PROPOSAL**

**COST PROPOSAL- ATTACHMENT A**

Project: RFQ # 7528369 Uninsured Motorist Identification Database Program  
Rhode Island Division of Motor Vehicles  
To: Department of Administration Division of Purchases

Submitted by: \_\_\_\_\_  
(include firm address, telephone & contact e-mail address)

\_\_\_\_\_  
\_\_\_\_\_

**CONTRACT BID AS PERCENTAGE**

Having examined the bid documents and in accordance with the scope of work and documents of RFP #7528369 , the undersigned, hereby offers to enter into a contract to perform the solicited work for this percentage of reinstatement fees collected by the State for revocations resulting from this program :

\_\_\_\_\_ Percent \_\_\_\_\_ ( \_\_\_\_\_ % .)  
(written, and numerically)

**1.3 ACCEPTANCE**

This offer shall be open to acceptance and is irrevocable for ninety days from the bid closing date.

If this bid is accepted by the Division of Purchases within the time period stated above, we will:

- Proceed to negotiate a Project Agreement, subject to compliance with required State regulatory agency approvals as described in the Bid Documents.
- Furnish the required bonds in compliance with provisions of the Instructions to Bidders.

**1.8 BID FORM SIGNATURE(S)**

\_\_\_\_\_  
(Bidder / Vendor name)

By: \_\_\_\_\_

Title: \_\_\_\_\_ DATE: \_\_\_\_\_

# ATTACHMENT B

## RIGL §31-47.4

Chapter 316  
2013 -- H 5438 SUBSTITUTE A  
Enacted 07/15/13

### A N A C T

#### RELATING TO MOTOR AND OTHER VEHICLES -- SAFETY RESPONSIBILITY

**Introduced By:** Representatives Kennedy, San Bento, and Corvese  
**Date Introduced:** February 13, 2013

It is enacted by the General Assembly as follows:

SECTION 1. Title 31 of the General Laws entitled "MOTOR AND OTHER VEHICLES" is hereby amended by adding thereto the following chapter:

#### **CHAPTER 47.4** **UNINSURED MOTORIST IDENTIFICATION DATABASE PROCEDURE**

**31-47.4-1. Definitions.** -- As used in this chapter:

- (1) "Account" means the Uninsured Motorist Identification Restricted Account created in section 31-47.4-2.
- (2) "Database" means the Uninsured Motorist Identification Database created in section 31-47.4-2.
- (3) "Designated agent" means the third party the division of motor vehicles contracts with under section 31-47.4-2.
- (4) "Division" means the division of motor vehicles.
- (5) "Program" means the Uninsured Motorist Identification Database Program created in section 31-47.4-2.

**31-47.4-2. Program creation -- Administration -- Selection of designated agent --**

**Duties -- Rulemaking -- Audits.** -- (a) There is hereby created the Uninsured Motorist Identification Database Program to:

- (1) Establish an Uninsured Motorist Identification Database to verify compliance with motor vehicle owner's or operator's security requirements under chapter 31-47 and other provisions under this chapter, and;
- (2) Assist in reducing the number of uninsured motor vehicles on the highways of the state;
  - (b) The program shall be administered by the division of motor vehicles with the assistance of the designated agent.
  - (c) The program will be funded by a percentage of the reinstatement fees collected pursuant to this chapter. The percentage of the reinstatement fee that will be provided to the designated agent will be determined by the division of motor vehicles. These fees will be maintained in the uninsured motorist identification restricted account.
  - (d)(1) The division of motor vehicles shall contract with a third party to establish and maintain an Uninsured Motorist Identification Database for the purposes established under this chapter.
  - (2) The contract may not obligate the department to pay the third party more money than is available in the account.
  - (e)(1) The third party under contract under this section is the department's designated agent, and shall develop and maintain a computer database from the information provided by:
    - (i) Automobile liability insurers under section 31-47.4-3; and

(ii) The division of motor vehicles.

(2) The database shall be developed and maintained by the designated agent in accordance with guidelines established by the division of motor vehicles so that state and local law enforcement agencies can efficiently access the records of the database, including reports useful for the implementation of the provisions of this chapter.

(i) The reports provided by the designated agent shall be in a form and contain information approved by the division of motor vehicles.

(ii) The reports may be made available through the Internet or through other electronic medium, if the division of motor vehicles determines that sufficient security is provided to ensure compliance regarding limitations on disclosure of information in the database.

(f) With information provided by the division of motor vehicles, the designated agent shall, at least monthly, for submissions under subsection 31-47.4-3:

(1) Update the database with the motor vehicle insurance information provided by the insurers in accordance with section 31-47.4-3; and

(2) Compare all current motor vehicle registrations against the database.

(g) The division shall provide the designated agent with the name, date of birth, address, and driver license number, if available, of all persons having active registrations. The division shall also provide the make, year and vehicle identification number for all active registrations.

(h) In accordance with chapter 42-35, "The Administrative Procedures Act," the division of motor vehicles shall make rules and develop procedures to use the database for the purpose of administering and enforcing this chapter.

(i) The designated agent shall archive computer data files at least semi-annually for auditing purposes.

(2) The internal audit unit of the department of administration shall audit the program at least every three (3) years.

(3) The audit under subdivision (h)(2) shall include verification of:

(i) Billings made by the designated agent; and

(ii) The accuracy of the designated agent's matching of vehicle registration with insurance data.

**31-47.4-3. Motor vehicle insurance reporting -- Penalty.** -- (a) Each insurer that issues a policy that includes motor vehicle liability coverage, uninsured motorist coverage, underinsured motorist coverage, or personal injury coverage under this section shall, before the seventh (7th) day of each calendar month, provide to the division of motor vehicles designated agent selected in accordance with the uninsured motorist identification database program, a record of each motor vehicle insurance policy in effect for vehicles registered or garaged in Rhode Island as of the date of the previous submission that was issued by the insurer.

(b) This subsection does not preclude more frequent reporting by an insurer on a voluntary basis.

(c)(1) A record provided by an insurer under subsection (a) shall include:

(i) The make, year, and vehicle identification number of each insured vehicle; and

(ii) The policy number, effective date, and expiration date of each policy.

(iii) The name, date of birth, and if available, driver's license number of each insured owner or operator, and the address of the named insured; and

(d) Each insurer shall provide this information by an electronic means or by another form the division of motor vehicles designated agent agrees to accept.

(e)(1) The division of motor vehicles may, following procedures adopted pursuant to chapter 42-35, "The Administrative Procedures Act," assess a fine against an insurer of up to two hundred fifty dollars (\$250) for each day the insurer fails to comply with this section.

(2) The division of motor vehicles shall excuse the fine if an insurer shows that the failure to comply with this section was:

(i) Inadvertent;

(ii) Accidental; or

(iii) The result of excusable neglect.

**31-47.4-4. Notice -- Proof -- Revocation of registration -- False statement --**

**Penalties. --** (a) If the comparison under section 31-47.4-2 shows that a motor vehicle is not insured for three (3) consecutive months, the division of motor vehicles shall direct that the designated agent provide notice to the owner of the motor vehicle that the owner has fifteen (15) days to provide to the designated agent:

- (1) Proof of owner's or operator's security; or
- (2) Proof of exemption from the owner's or operator's security requirements.

(b) If an owner of a motor vehicle fails to provide satisfactory proof of owner's or operator's security to the designated agent, the designated agent shall:

(1) Provide a second (2nd) notice to the owner of the motor vehicle that the owner now has fifteen (15) days to provide:

- (i) Proof of owner's or operator's security; or
- (ii) Proof of exemption from the owner's or operator's security requirements;

(c) For each notice provided, the designated agent shall:

(i) Indicate information relating to the owner's failure to provide proof of owner's or operator's security in the database;

(ii) Provide this information to the division of motor vehicles; and

(d) If the designated agent notifies the department of motor vehicles that an owner of a motor vehicle failed to provide satisfactory proof of owner's or operator's security to the designated agent, the division of motor vehicles:

(1) Shall revoke the registration;

(2) Shall provide appropriate notices of the revocation, the legal consequences of operating a vehicle with revoked registration and without owner's or operator's security and instructions on how to get the registration reinstated.

(e) A registration that has been revoked under this section shall not be reinstated and a new license or registration shall not be issued to the holder of the revoked registration until the person:

(1) Pays to the division of motor vehicles an administrative reinstatement fee of two hundred fifty dollars (\$250), the fee imposed by the section is in addition to any other fines or penalties imposed by law;

(2) Complies with the other requirements of this act. The fee imposed by this section is in addition to any other fees or penalties imposed by law.

(f) The department of motor vehicles may direct the designated agent to provide the notices under subsection (d)(2).

(g) Any action by the division of motor vehicles to revoke the registration of a motor vehicle under this section may be in addition to an action by a law enforcement agency to impose the penalties.

(h)(1) A person may not provide a false or fraudulent statement to the division of motor vehicles or designated agent.

(2) In addition to any other penalties, a person who violates paragraph (h)(1) is guilty of a misdemeanor.

(i) This section does not affect other actions or penalties that may be taken or imposed for violation of the owner's and operator's security requirements of this title.

**31-47.4-5. Disclosure of insurance information -- Penalty. --** (a) Information in the database established under section 31-47.4-2 provided by a person to the designated agent is considered to be the property of the person providing the information.

(b) The information may not be disclosed from the database, except as follows:

(1) For the purpose of investigating, litigating, or enforcing the owner's or operator's security requirement, the designated agent shall verify insurance information through the state computer network for a state or local government agency or court;

(2) For the purpose of investigating, litigating, or enforcing the owner's or operator's security requirement, the designated agent shall, upon request, issue to any state or local government agency or court a certificate documenting the insurance information, according to the database, of a specific individual or motor vehicle for the time period designated by the government agency;

(3) Upon request, the division of motor vehicles or its designated agent shall disclose whether or not a person is an insured individual and the insurance company name to:

- (i) That individual or, if that individual is deceased, any interested person of that individual;
- (ii) The parent or legal guardian of that individual if the individual is an unemancipated minor;
- (iii) The legal guardian of that individual if the individual is legally incapacitated;
- (iv) A person who has power of attorney from the insured individual;
- (v) A person who submits a notarized release from the insured individual dated no more than ninety (90) days before the date the request is made; or
- (vi) A person suffering loss or injury in a motor vehicle accident in which the insured individual is involved, but only as part of an accident report;

(4) For the purpose of investigating, enforcing, or prosecuting laws or issuing citations by state or local law enforcement agencies related to the:

- (i) Registration and renewal of registration of a motor vehicle;
- (ii) Purchase of a motor vehicle; and
- (iii) Owner's or operator's security requirements.

(5) Upon request of a peace officer acting in an official capacity under the provisions of this chapter, the division of motor vehicles or the designated agent shall, upon request, disclose relevant information for investigation, enforcement, or prosecution;

(6) For the purpose of the state auditor, the legislative auditor general, or other auditor of the state conducting audits of the program;

(7) Upon the request of a state or local law enforcement agency for the purpose of investigating and prosecuting identity theft and other crimes.

(c)(1) The division of motor vehicles may allow the designated agent to prepare and deliver upon request, a report on the insurance information of a person or motor vehicle in accordance with this section.

(2) The report may be in the form of:

- (i) A certified copy that is considered admissible in any court proceeding in the same manner as the original; or
- (ii) Information accessible through the Internet or through other electronic medium if the department determines that sufficient security is provided to ensure compliance with this section.

(3) The department may allow the designated agent to charge a fee established by the division of motor vehicles for each:

- (i) Document authenticated, including each certified copy; and
- (ii) Record accessed by the Internet or by other electronic medium.

(d) A person who knowingly releases or discloses information from the database for a purpose other than those authorized in this section or to a person who is not entitled to it is guilty of a felony.

(e) An insurer is not liable to any person for complying with section 31-47.4-3 by providing information to the designated agent.

(f) Neither the state nor the division of motor vehicles' designated agent is liable to any person for gathering, managing, or using the information in the database as provided in section 31-47.4-2 and this chapter.

**31-47.4-6. Compliance.** -- Every property and casualty insurance company that is licensed to issue motor vehicle insurance policies or is authorized to do business in Rhode Island shall comply with this chapter for verification of evidence of vehicle insurance for every vehicle insured by that company in Rhode Island as required by the rules and regulations of the department.

**31-47.4-7. Civil and administrative immunity.** -- Insurers and the designated agent shall be immune from civil and administrative liability for good faith efforts to comply with the terms of this chapter.

**31-47.4-8. Commercial exemption.** -- For the purposes of this chapter, commercial auto coverage is defined as any coverage provided to an insured, regardless of number of vehicles or entities covered, under a

commercial coverage form and rated from a commercial manual approved by the commissioner of insurance. This chapter shall not apply to vehicles insured under commercial auto coverage; however, insurers of such vehicles may participate on a voluntary basis.

**31-47.4-9. Rental vehicle exemption.** -- This chapter shall not apply to vehicles registered and used as rental vehicles pursuant to section 31-5-33.

**31-47.4-10. Use of information.** -- Information provided to the designated agent by the division or any insurance company shall not be further disclosed or disseminated by the designated agent without the express written consent of the division and the insurance company.  
The designated agent shall enter contractual relationships with insurers to further protect the confidentiality and security of information under this section.

SECTION 2. This act shall take effect on July 1, 2014.

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LC00397/SUB A/3  
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# **ATTACHMENT C**

## **Required Reports**

## **REPORTS**

Contractors must provide the following reports monthly, annually or on demand to the DMV, the Department of Business Regulation, or any other qualified government agencies. Contractors must respond to each report type and describe in detail how the proposed system can furnish the following reports: monthly, annually, or on demand. Make sure the detail indicates the time it will take to produce an on-demand report.

### **REPORT 1:**

**(Required at least monthly)**

- Number of current vehicle registrations.
- Number of probable uninsured registrations.
- Approximate rate of uninsured registrations.
- Number of uninsured notices sent – First Notice.
- Number of uninsured notices sent – Second Notice.

### **REPORT 2:**

**(Required current monthly totals, and monthly totals prior for at least 12 months)**

- Number of current registrations, the amount of increase/decrease from the prior month, and the percentage of increase/decrease from month-to-month.
- Number of insurance companies reporting, the count of usable policy records, and the count of matched policy records, and the percentage of matched policies.
- Number of insured current registrations, registrations with unmatched policy records, and total of probable insured registrations.
- Number of probable uninsured registrations and probable uninsured motorist rate.
- Total number uninsured letters sent – First Notice.
- Total number uninsured letters sent – Second Notice.

### **REPORT 3:**

**(Provided monthly a match rate report by insurance company providing data)**

- Insurance Company name, number of policy records provided, percent of total policy records provided, number of completed records, number matched, and the percent of matched records.

### **REPORT 4:**

**(Any reports the state, the courts or law enforcement deems to be necessary for workload studies, legislation, etc.)**

- Upon demand, may be requested by month, day, week, and/or by hour.

# **ATTACHMENT D**

## **Registered Vehicles and Licensed Drivers**

### **VEHICLE REGISTRATIONS**

**TOTAL REGISTRATIONS THROUGH  
CALENDAR YEAR 2012**

**~ 908,000**

### **LICENSED DRIVERS**

**TOTAL DRIVERS THROUGH  
CALENDAR YEAR 2012**

**~ 750,000**