

# Proposed RFI Language Regarding an Accurate, On-Line Vehicle Insurance Verification and Compliance System

## INTRODUCTION:

What follows is proposed language for an RFI regarding an accurate, on-line vehicle insurance verification and compliance system. We have made certain assumptions based on what we have heard in various jurisdictions regarding government priorities. The language in this Introduction, (the list below), can also serve as the core elements of an RFP and in fact, you will find it included in the proposed RFP language also provided. In some cases, you may determine that the word “must” should be replaced by the word “should” to make the requirements broader. On the other hand, you may determine that some elements using the word “should” might better serve your needs if replaced by the word “must.” Please allow to assist further in any manner you consider both ethical and advantageous.

## Accuracy:

- The system must address issues involving inaccurate VINs currently in the existing database and, using national rather than state-only sources, record/correct/report both discrepancies and corrections while ensuring VIN accuracy is not required for a perfect records match.
- The system should provide DMV with instant, accurate status of vehicle insurance on new registrations from other jurisdictions.
- The system should be 100% accurate or at least capable of 100% accuracy regarding -----registered vehicles.
- The system should be at least 90% accurate or at least capable of 90% accuracy regarding both interstate and international traffic.

## Communications:

- The system should be capable of linking to ALPR, (Automated License Plate Recognition), RFID, (Radio Frequency Identification) and other advanced and emerging technologies so as to provide for law enforcement, an instant, accurate verification for both intrastate and interstate use in support of current and future monitoring and toll way use.
- The system should be directly connected to every law enforcement agency and officer in the State.

- The system should be connected to every other law enforcement agency and officer in the Nation in order to assist ----- in enforcing the State's laws.
- The system should be connected to every law enforcement agency and officer in Canada in order to assist ----- in enforcing the State's laws.
- The system should be connected to INTERPOL, DHS/ICE, and fully support Hot Lists, Amber Alerts, etc. notifications for both law enforcement and DMV.
- The system should, at least for commercial and drivers licenses, provide instant status for Mexican vehicles.
- The system must be able to work seamlessly with all or virtually all state and insurance company systems as may be required.
- The system should provide a totally secure VPN, (Virtual Private Network), link directly to every County and every site involved with vehicle registrations.

#### Compliance:

- The system should include the ability to automatically generate and mail a citation for "No Proof of Insurance" and also for "No Registration", "Improper Registration" etc.
- The system should provide support, (for those insurers who chose to use it), the IICMVA, (Insurance Industry Committee on Motor Vehicle Administration) web access format except that it will further reduce costs and efforts for both government and insurers by automatically retrieving all such data once daily rather than on each and every query.
- The system chosen should be that system which best supports -----'s existing laws and regulations regarding vehicle insurance requirements.
- The system should be fully NLETS-compliant and approved. It should specifically meet all NLETS security requirements. As NLETS, now handling almost 100 million transactions each month has never, in over forty years, been compromised, that assurance is of very great value to both users and the public.
- The system should not only accommodate all national standards regarding secure transmission but ensure that such standards, as they change, are fully supported at all times.

- The system should accept data in any reporting format currently supported by an insurer so as to ensure there is no cost or effort required of the insurance industry.
- The system should accept and maintain any and all data regarding changes in Liability, UMI, (Uninsured Motorist Coverage), Comprehensive and Collision, so as to report underinsured rather than simply uninsured status. If a lien is involved, it should also accept the lien holder ID and be capable of notification of said lien holder in order to further support policy enforcement.
- The system should enable the receipt of records regarding SR-22s, SR-26s and other provisional insurance data system that is, at all times, under direct sole control of ----- Government but hosted by NLETS. That system to enable proper reporting that fully meets the State's requirements in such matters.
- The system should support insurance verification for all vehicle types, including private passenger, trucks, buses, motorcycles, commercial and IRP.
- The system should provide not only current vehicle insurance verification but also for law enforcement and court use, it should also provide coverage status for the date of citation, the date prior to citation, (to identify back-dated policies) and it should also provide data regarding periods of coverage.

#### Costs:

- The system should have either no actual net cost to the State or if it has a cost, that cost should be as low as possible.
- The system chosen should be that system which enables the most revenues possible for the State. Those revenues should be many times more than the system's cost.
- The system should require no hardware or software purchases of any kind and certainly not negatively impact the already strained computer-based systems supporting DMV.

#### Ease of Use:

- The system should provide a seamless, automatic connection at Registration.
- The system should be web-enabled so as to use the benefits of the internet whenever and wherever practical.

- The system must be easily, reliably and accurately accessible from any registration point, from mobile locations such as patrol cars and from fixed locations such as camera and other monitoring stations.
- The system should be a real-time system with dedicated secure portals for every insurance agent, broker, and insurer. It must support the purchase of insurance at Noon and the registration of a vehicle minutes later.
- The system should provide a public portal so that media and the general public can monitor for themselves the decline in the State's UVR, (Uninsured Vehicle Rate).
- The system must accept data that is unparsed, (unsorted) by jurisdiction so as to further reduce insurer costs and efforts and ensure the State can properly enforce its motor vehicle laws regarding insurance status.
- The system should provide secure no-cost portals to every insurer to enable their access to any and all files maintained regarding that specific company, by any field provided, including all VINs ever recorded, even incorrect ones.
- The system must support multiple search fields, including VIN, company and policy number, license plate number, and effective dates.

### Equity:

- The system should accept insurer files in any established format, including 'book of business' so as to ensure no insurer is disadvantaged. If personal details are elements of the files sent, they will not be seen by the system or maintained.
- The system should, in order to ensure against disadvantaging a very small insurer, accept reporting via telefax at no charge and convert the file to an established electronic format and then both record it and confirm the record on behalf of said insurer.

### Performance:

- The system's implementation should provide an initial test period prior to direct connection at Registration so as to first determine, using the DMV daily update file, the level and source(s) of non-compliance prior to being activated.
- The system should ensure that under no conditions will a staff member at DMV or a law enforcement officer at roadside wait more than two seconds for vehicle insurance status.

- The system should be able to provide an instant, on-screen response for any DMV, law enforcement, DOI, and Court user in two seconds or less and on the same screen(s) and in the same manner as data is currently provided.
- The system should ensure against any possible “false negative”, (incorrect status resulting in a citation for no proof when in fact, insurance was valid).

## Privacy:

- The system should accept, maintain, and use no names, addresses or any other source of personal data whatever. Law enforcement and those authorized already have such linked data. It is important that system access for all other users ensure against possible privacy violations.
- The system should provide dedicated secure portals for NAACP, AARP, MADD, ACLU and other organizations at no cost so as to ensure transparency regarding privacy issues.
- The system must not under any conditions, use a name, address or any other privacy-sensitive data to try and obtain status data over the internet.
- The system should have the documented support of privacy and minority advocates and organizations.
- The system should provide secure no-cost portals to every insurer enabling that insurer’s ability to verify at all times that no privacy details are being maintained.
- The system must not contain any data that has commercial value so as to further secure it from hacking and improper “data harvesting” or “data mining.”

## Security:

- The system should ensure that transmission and access is fully secure. Triple DES encryption should be used, no names and addresses should be maintained and even so, all data should be maintained in blind codes so as to render such data useless if accessed.
- The system must provide the greatest assurance possible to the motoring public that other vehicles on the road are insured as required by law.
- The system must provide vehicle insurance status sourced only and always from the insurer of record itself. Status data cannot be modified in any manner by any other entity.

- The system should be activated only when and as determined by the Commissioner of DMV that it is proper to do so.

## Support:

- The system should provide a “24/7/365” Help Desk with live operators but also verification via IVR, (Interactive Voice Response), TTL, (Touchtone “800” phone line) and all other features and services required to assist in both determining insurance, supporting the public and collecting fines on behalf of the State.
- The system should provide the ability for a member of the public involved in a minor accident, to access status using an “800” telephone number and, typing in the license plate number of a vehicle, receive in multiple languages available, an instant, accurate status response regarding vehicle insurance status.

## Technology:

- The system should automate DMV use to the greatest extent possible.
- The system should automate law enforcement, DOI and Court use to the greatest extent possible.
- The system should provide an automatic verification of valid insurance for every electronic and regular mail registration.
- The system should be based on advanced technology and easily linked to advanced technologies, so as to enable far greater identification of vehicles that are not compliant with the laws of ----- regarding vehicle insurance.
- The system should be capable of aggregating real-time or near real-time data and distributing requested reports in any format possible regarding the fields captured, to any DMV authorized governmental entity.