



FLORIDA DEPARTMENT OF FINANCIAL SERVICES  
DIVISION OF ACCOUNTING AND AUDITING

**Request for Information (RFI)**

**DFS AC RFI 15/16-13**

**EFT and Warrant Printing**

THIS IS **NOT** A REQUEST FOR COMPETITIVE BID OR REQUEST FOR PROPOSAL AND NO CONTRACT WILL BE AWARDED.

Pursuant to section 287.012 (22) F.S., the Department of Financial Services, is requesting information from qualified vendors concerning certain commodities and services. Further, responses to this request are not offers and may not be accepted by the Department to form a binding contract.

**1. Purpose.**

The Department of Financial Services (DFS or the Department) is issuing a Request for Information (RFI) from interested parties who can provide printing and delivery services for warrant (check) and vendor direct deposit remittance advice. This RFI is intended to collect information on the available solutions in the market to assist the Department in determining the best approach for the future. The Department welcomes innovative solutions.

## 2. Background

Section 17.076 and section 17.075, Florida Statutes authorizes the Department of Financial Services to issue warrants and payments by direct deposit to vendors, employees and retirees for all state agencies. The Department of Financial services issued 1,608,512 warrants and 8,011,608 Electronic Funds Transfers (EFTs) in fiscal year 2014-2015.

The current processes are described below:

The Department prints the warrants and remittance advices. However, each agency is responsible for the distribution.

### **Warrant Production and Delivery Services:**

The Department produces approximately 146,000 warrants monthly for payments to vendors, employees and retirees. In addition, the Department produces approximately 30,000 direct deposit remittance advices monthly. However, the Department has procedures in place that allow agencies and vendors to opt out of receiving printed remittance advices. Remittance advices contain high level information such as invoice number, direct deposit number, etc. Remittance advices are not printed for payments to employees and retirees.

Each business night, the state's accounting system, FLAIR, consolidates all approved payment requests and generates a payment file for the production of warrants and direct deposit remittance advice. This file is electronically transmitted to the Department's Production Control Office to print the warrants and remittance advices.

Warrants and direct deposit remittance advices are printed by payment type (expense, payroll, etc.) and in a payment number order by agency; printing occurs the business day following the generation of the payment file. After printing, the Office reconciles the items printed and if the produced items pass validation (control totals match, etc.) the Department's, Bureau of Vendor Relations collects and prepares the warrants and remittance advices for distribution to the agencies.

The Bureau's staff validates the items received against several control reports from the accounting system. The warrants and remittance advices are then separated by agency. Agency couriers collect the printed items from the Department mid-morning the day the items are printed. The couriers deliver them to their respective agencies and the printed items are then reconciled to the original payment requests and prepared for distribution. Expense payments are paired with copies of the vendor's invoice before mailing. Warrants are generally in the mail 24 hours after production.

The Department also posts expense payment information online at <http://flair.dbf.state.fl.us/dispub2/cvnhphst.htm>. This website provides the vendor information regarding their payment such as payment date, payment type, payment amount, as well as other payment information. Employee payment information is also available online.

On occasion, the Department intercepts warrants for special handling prior to distribution to the payee (real estate closing, payments issued in error, etc.). This is handled through a manual process. The Bureau is notified by authorized personnel to intercept the warrant before distributing warrants to the respective agencies; these intercepts must occur before 9:00 AM (ET) to ensure that the warrant is not released to the agency's courier. The Department averages approximately 80 intercepted warrants a month.

### **3. Questions:**

#### **a. Warrant and Remittance Advice Production Services**

1. Please describe the warrant and remittance advice production services you have implemented or otherwise used to provide the services described above. Please identify the customers and type of industry (government, financial, etc.) that received the services and the estimated number of warrants/remittance advices produced annually.
2. Describe the methodology used to confirm expected warrants were printed accurately and timely.
3. Describe methodology or options available to ensure continuity of service/operations and disaster recovery.
4. Describe the security features on the printed warrants.

5. Please identify the nature and amount of Department resources (including staff) needed from date of contract award to implementation of the technology. Also, describe any recommendations you would make for maximizing efficiency and effectiveness of the overall solution.
6. Please describe the security protocols and internal controls in place to validate the Department information and transactions are not compromised.
7. Please describe quality controls related to all areas of production.
8. What is the processing time for producing warrants?
9. Please provide a list of certifications related to production of financial instruments.
10. Please describe additional services related to warrant production that you offer that would enhance the Department's services.
11. What additional questions or concerns should the Department consider regarding warrant production services?

**b. Warrant and Remittance Advice Distribution Services**

1. Please describe the verification methodology used to confirm expected warrants were dispatched timely.
2. On a daily basis, warrants require special handling and must be intercepted before delivery. Please describe warrant intercept methodologies you use?
3. In lieu of providing printed remittance advices, what alternative could you provide? Have you used this alternative previously? Was it successfully received by the recipients?
4. Please describe the methodology to distribute warrants to the vendors.
5. Please identify the nature and amount of Department resources (including staff) needed from date of contract award to implementation of the technology. Also, describe any recommendations you would make for maximizing efficiency and effectiveness of the overall solution.
6. Please describe the security protocols and internal controls in place to insure warrants are distributed to the proper payee.
7. Please describe quality controls related to all areas of distribution.

8. Describe methodology or options available to ensure continuity of service/operations and disaster recovery.
9. What is the processing time from warrant production to distribution of warrants?
10. Please provide a list of certifications related to distribution of warrants and safeguarding of clients' confidential information.
11. Please provide your postage management process including the method used to cover the cost of postage.
12. Can warrants be earmarked for different types of mailing (i.e. payroll warrants can be bundled and mailed to agencies and expense warrants will be mailed to payees)?
13. Please describe additional services related to warrant distribution that you offer that would enhance the Department's services.
14. What additional questions or concerns should the Department consider regarding warrant distribution services?

**c. General Questions:**

1. Please describe any specific areas of concern, not mentioned above, that your firm would like to see addressed in a solicitation resulting from this RFI? Be sure to address any known risks to implementing the solution.

**4. Respondent Questions/Comments**

Any questions or concerns regarding this RFI must be submitted in writing via email, to the Contact Person identified below, no later than 5:00 p.m. (ET), May 2, 2016.

All responses to written inquiries will be posted on the Vendor Bid System ("VBS") website, at [http://myflorida.com/apps/vbs/vbs\\_main\\_menu](http://myflorida.com/apps/vbs/vbs_main_menu) on or before May 9, 2016.

Please contact the following individual via email if further information is required:

Contact Name: Department of Financial Services, Bureau of Vendor Relations

Attn: Megan Chapman

200 East Gaines Street

Tallahassee, FL 32399

Email: [Megan.Chapman@MyFloridaCFO.com](mailto:Megan.Chapman@MyFloridaCFO.com)

## **5. Format of Response:**

Responses must be submitted to the Contact Person noted above no later than close of business 5:00 p.m., (ET), May 23, 2016. Response must reference the RFI No.: DFS AC RFI 15/16-13.

The respondent shall organize the response submittal contents as follows:

- Tab 1** A cover letter with the vendor's representative name, address, telephone number, fax number and email address.
- Tab 2** Answers to Section 3a, 3b, 3c. Include charts, graphs or any information that are necessary to answer the questions.
- Tab 3** Sample cost information. The Department understands that vendors may not be able to provide exact costs under this RFI without having specific information on where or for whom the solution might be implemented. However, the Department appreciates vendors providing general information on known costs associated with the solutions described.
- Tab 4** Any other information that the vendor may want to include. For example, a bibliography and/or links to the company's public sponsored studies, published research, or similar analysis for another governmental entity related warrant production.

Responses should be no more than 75 pages in length. DO NOT INCLUDE MARKETING LITERATURE AS PART OF YOUR RESPONSE. Please provide responses to this Request for Information to Megan Chapman either by mail or via email (.pdf format) by close of business **5:00 p.m., (ET), May 23, 2016.**

## 6. General Terms and Conditions of the Request for Information (RFI)

- 1) This is **ONLY A REQUEST FOR INFORMATION (RFI)** and should not be construed as an intent, commitment or promise to acquire purchase of the proposed technology solution presented by vendors.
- 2) The Florida Department of Financial Services will not be obligated to any vendor as a result of this RFI. The Department is not obligated for any cost incurred by vendors in the preparation of their response to this Request for Information. The Department will not pay for any information herein requested nor be liable for any costs incurred by the vendor. For economy of presentation, special bindings, colored displays, promotional materials and the like are not required but if they are presented, the Department will not be responsible for this cost.
- 3) This RFI is being submitted strictly for the purpose of gaining knowledge of the products and services available on the market for the provision of this technology solution, related services, and options available.
- 4) The vendor is not required to provide prices for any solutions proposed. However, general ballpark cost estimates would be appreciated. The figures provided are not binding to the company. These costs will assist the Department in developing our initial strategy, planning and budget for purchase of this technology solution, related services, and desirable options.
- 5) From the information collected through this RFI, the Department will review all information and options related to the purchase of this technology solution, related services, and desirable options.
- 6) The information gained will help the Department determine if the solution meets our needs and if so, the Department will release our requirements through the customary competitive bidding process.
- 7) All information obtained shall become the property of the Department upon receipt and will not be returned. The Department cannot guarantee that it will not be compelled to disclose all or part of any public record under the Florida Sunshine Law.
- 8) In the Request for Information, the Department has provided a series of questions to vendors and request that vendors reply to the Department in the same sequence and format.
- 9) The Department also invites vendors to submit any pertinent information that the

Department should consider, including topics that were not included in this RFI.

- 10) The Department requests that all vendors submit replies that are short, clear, concise and complete.