

Request for Information (RFI)

Lockbox Service

DMS-2122-249

The Department's responses to timely submitted questions are below.

| Question Number | Question | Response |
|-----------------|--|--|
| 1 | Can you give some general guidelines to the number of boxes, type of payments, (ie. taxes, utilities), monthly volumes, and any peak processing periods for the lockboxes? | DMS currently has seven (7) lockboxes and anticipates needing the same number of lockboxes. The types of payments received in these lockboxes are MyFloridaMarketPlace (MFMP) transaction fees, E-911 payments, rent, contract management payments, phone/wireless, and insurance payments. The monthly volume of checks ranges from 4,500 to 7,250, based on the last eleven (11) months. The peak volume is the 1 st -15 th of each month. |
| 2 | Can you provide Lockbox Post office location and # of pick up requirement per day | The current lockbox addresses are Orlando, Florida. As the lockbox services are currently contracted with a banking institution, DMS does not possess the information on how many pick-ups are occurring each day to meet the demand. |
| 3 | Please clarify on Volume type - Consumer or Commercial checks or both Primarily consumer. | Both. The checks may derive from individuals or businesses based on the type of payment. |

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| 4 | Estimated volume per month/annual | The annual volume of checks is estimated to range between 54,000 to 87,000. Please see the answer to question #1 for the monthly volume. |
| 5 | Is there a Peak and Off-peak volume during 12-month period | No, the volumes are relatively consistent each month. |
| 6 | Is there any compliance audit requirements like PCI DSS etc., | No |
| 7 | Is there a requirement for DMS provided courier or can Exela use inhouse courier | There is no requirement for a DMS provided courier. |
| 8 | Is there any additional compliance requirements like NIST etc., | Some of the information may be sensitive and include protected information such as social security numbers and HIPAA information. |
| 9 | Do we send deposits to one bank or multiple banks | Deposits are sent to only one bank. |