

**State of Florida  
Department of Transportation  
Florida's Turnpike Enterprise**

**REQUEST FOR PROPOSAL**

**Statewide Banking and Financial Services for the SunPass® Program**

**RFP-DOT-13/14-8003-SM**

**RESPONSE TO QUESTIONS: GROUP 2**

**Exhibit A**

Question No. 1: Can the Department identify the maker and amount of a check picked up by the armored car service provider at the locations listed on Attachment 1?

*Response: No, only the check number and dollar amount is recorded on the deposit ticket.*

Question No. 2: What is the average value of a pickup at each of the locations listed on Attachment 1?

*Response: SunPass Service Center average value is \$10,400.00, Mid Bay Bridge Toll Plaza average value is \$930.00, Pinellas Bay Way Toll Plaza average value is \$355.00 except during September and October which is \$1,050.00, Garcon Point Toll Plaza average value is \$61.00 and Snapper Creek Toll Plaza average value is \$1,095.00.*

Question No. 3: How many items (such as Rifkin bags) are presented for pickup on each day of service at each location?

*Response: SunPass Service Center has an average of five (5) bags a day, Mid Bay Bridge Toll Plaza and Pinellas Bay Way Toll Plaza have an average of one (1) bag per day and Garcon Point Toll Plaza and Snapper Creek Toll Plaza may have up to two (2) bags since their pick-up is not daily.*

Question No. 4: Do all locations on Attachment 1 require the Carrier to pick up Monday through Friday?

*Response: No*

Question No. 5: If not, what is the required pickup schedule for each of the locations on Attachment 1?

*Response: The current pick-up schedule is SunPass Service Center, Mid Bay Bridge Toll Plaza and Pinellas Bay Way Toll Plaza, Monday through Friday, Garcon Point Toll Plaza Monday, Wednesday and Friday, Snapper Creek Toll Plaza, Tuesday and Thursday.*

Question No. 6: How frequently is the Carrier required to pick up deposits at the Toll Plazas (Mid-Bay, Garcon, Snapper Creek)?

*Response: Please refer to the response in Question No. 5 above.*

Question No. 7: The RFP indicates there will be some limited weekend and holiday pickups. Please indicate the locations that will require weekend service and how often week end service required.

*Response: At this time the centers are not open on the weekends or on Holidays but this may be subject to change if the Department determines it is in the best interest to open the centers on Saturdays.*

Question No. 8: Which locations may require holiday service and what are the holidays when pickup service may be required?

*Response: Please refer to the response in Question No. 7 above.*

Question No. 9: The Scope of Work indicates pickups are to occur between 10:00 and 2:00. Is there any flexibility in these service times?

*Response: Yes, some of the service centers are open between 8 AM and 5 PM.*

Question No. 10: Paragraph 13 indicates the Carrier will be charged \$25 per hour for repair and/or replacement of Rifkin bags that are damaged or lost. Does this exclude normal wear and tear?

*Response: Yes*

Question No. 11: What is the average value of a change order delivered by the armored car service provider to the SSC?

*Response: \$150.00*

### **Attachment 1 – Pickup Locations**

Question No. 12: Are there any parking concerns at the Attachment 1 locations that the Carrier should be aware of?

*Response: No*

Question No. 13: Does the Department anticipate an increase in the number of Regional Offices and Other Pickup Locations such as Toll Plaza's over the course of the contract term? If so, what are areas of the state are likely to be included as required pickup locations?

*Response: No*

Question No. 14: Are all of your accounts analyzed?

*Response: Yes*

Question No. 15: How many zba master and sub accounts do you have?

*Response: Two (2), refund check account and replenishment account.*

Question No. 16: What type of interest bearing account is currently being used?

*Response: All balances should earn interest as stated in the scope of services. All monthly interest will be deposited in the interest account instead of each individual account.*

Question No. 17: What are the Average Collected Balances for these accounts?

*Response: Please refer to the Responses to Questions - Group 1.*

Question No. 18: Do the funds in each of the accounts require collateralization in accordance with FL State Statutes governing public fund?

*Response: Yes*

Question No. 19: Can we receive a copy of the current Investment Policy?

*Response: Not available.*

Question No. 20: Are ACH Internal Transfers “Book Transfers” between accounts?

*Response: Yes*

Question No. 21: Are ACH Outgoing Wires the Department’s “ACH Originated Payments”?

*Response: All outgoing wires are completed with standing orders. At this time the Department is not originating ACH payments.*

Question No, 22: Are ACH Incoming Wires debits and credits received from other initiated by other entities?

*Response: Yes*

Question 23: Do you initiate ACH payments online? How many monthly?

*Response: Please refer to the Responses to Questions - Group 1.*

Question No. 24: How many ACH returns and NOCs do you have monthly?

*Response: The Department does not understand your question.*

Question No. 25: How does the Department initiate its ACH payments (e.g. online, direct transmission)? How many files are sent to your bank monthly?

*Response: Please refer to the Responses to Questions - Group 1.*

Question No. 26: How much cash is deposited monthly?

*Response: Please refer to the Responses to Questions - Group 1.*

Question No. 27: How much coin is deposited monthly?

*Response: Most of the Department collections are for replenishments – very little cash/coins are used for replenishments and payments.*

Question No. 28: What is the average dollar amount per deposit ticket?

*Response: Please refer to the Responses to Questions - Group 1.*

Question No. 29: Does the Department issue any other checks aside from Refund Checks?

*Response: No*

Questions No. 30: What are “checks to be verified”?

*Response: This would be used if we implement positive pay for our refund checks.*

Question No. 31: Under optional services, it states that they’re interested in bank draft payments. How will they require their customers to sign-up for this? Via the web? Over the phone?

*Response: This is an optional service not currently used. This would be determined later if the Department decided to implement this service.*

Question No. 32: Can you provide a sample coupon mailed in to your lockbox?

*Response: Please refer to the Responses to Questions - Group 1.*

Question No. 33: Are your lockbox items sorted?

*Response: Please refer to the Responses to Questions - Group 1.*

Question No. 34: Could you provide a monthly volume for data capture?

*Response: Please refer to the Responses to Questions - Group 1.*

Question No. 35: Do you require online access to images of checks, coupons, etc.?

*Response: Yes*

Question No. 36: Do you require any documents be returned to the Department (un-processable/reject items, correspondence)?

*Response: Yes*

Question No. 37: Will the Bank be disqualified for the RFP process if it does not agree to the indemnification provision(s)?

*Response: Yes*

Question No. 38: Is Florida DOT willing to negotiate the terms and conditions of the Standard Written Agreement?

*Response: No*

Question No. 39: Is Florida DOT willing to review and sign the Bank's Cash Management Master Agreement for banking services?

*Response: The Department cannot respond to this question at this time.*

Question No. 40: In reference to Section 32 (page 11), will the state require the Contractor's employees to submit to a security background check?

- Will the State accept that the Bank has conducted an in depth background investigation of all of its employees prior to hire in lieu of conducting its own security background check?

*Response: Paragraph 32 is a standard state condition and speaks for itself. If there are questions regarding this paragraph please consult your legal counsel.*

Question No. 41: Should the lockbox/banking services be awarded to another financial institution other than the incumbent, please confirm that the incumbent has committed to continue with accepting over-the-counter payments at their branches.

*Response: Lock box services should be included with your submittal. The incumbent should form a relationship with Wells Fargo for this service or propose an option to provide this service.*

Question No. 42: Who is currently providing the printing and mailing of the SunPass customer deposit coupons?

*Response: SunPass has an agreement with PRIDE.*

Question No. 43: Please confirm if (1) Wells owns the armored courier contract with Brinks or (2) SunPass owns the contract with Brinks but the monthly fees are passed through to account analysis.

*Response: The contract for courier services is with Wells Fargo not SunPass.*