

**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 1

Question No. 1: How many standing Order Wires are generated by the bank monthly?

Response: 84

Question No. 2: How many incoming Wires are received monthly?

Response: 53

Question No. 3: How many incoming ACH's are received monthly?

Response: 821

Question No. 4: How many deposits are picked up by armored car service per month per location?

<i>Response:</i>	<i>Garcon Point Toll Plaza</i>	<i>11</i>
	<i>Mid-Bay Bridge</i>	<i>40</i>
	<i>Pinellas Bay Way</i>	<i>46</i>
	<i>Snapper Creek Toll Plaza</i>	<i>43</i>
	<i>SunPass Service Center</i>	<i>215</i>

Question No. 5: How many change orders are processed per month per location and for what amount?

<i>Response:</i>	<i>Pinellas Bay Way</i>	<i>4 for \$100 each</i>
	<i>Snapper Creek Toll Plaza</i>	<i>1 for \$200 each</i>
	<i>SunPass Service Center</i>	<i>8 for \$150 each</i>

Question No. 6: How many lockbox payments are processed monthly?

Response: 96,133

Question No. 7: How many of the monthly processed lockbox payments are for multiple payments with one check?

Response: 6,014

Question No. 8: How many of the monthly processed lockbox payments are rejected payments or correspondence?

Response: 188

Question No. 9: How many of the monthly processed lockbox payments are required manual envelop opening?

Response: 8,991

Question No. 10: How many of the monthly processed lockbox payments are cash payments?

Response: 68

Question No. 11: How many of the monthly processed lockbox payments are partial payments?

Response: 3,443

Question No. 12: How many of the monthly processed lockbox payments are checks and list?

Response: 1,177

Question No. 13: How many of the monthly processed lockbox payments are check only?

Response: 4,872

Question No. 14: May I please request the current pricing and a copy of your recent analysis and bank statements?

Response: Please refer to questions 1 – 13 above.

Question No. 15: Also, can you send the data specs as to how you receive the information of the banking center payments?

Response: This is completed through a daily SFTP BAI file.

Question No. 16: Do you get data and images or just data?

Response: This is completed through a daily SFTP file that is uploaded into our system. The file contains the information from the coupon which is account/transponder number, bank account number, coupon number, date and dollar amount of the deposit.

Question No. 17: Finally, do the Rifkin bags get deposited at the banking centers or are those only picked up by armored courier?

Response: Only armored courier

Question No. 18: Do all your locations use an armored courier currently?

Response: All banking deposits are in Rifkin bags picked up by the armored car through our current contract.

Question No.19: Can you please provide a sample of your deposit book sample?

Response: See attached document.

SUNPASS PROCESSING CENTER

P.O. BOX 880049

BOCA RATON FL 33488-0049

Mr. John Doe

APT# 2A

1234 NONE ST

MIAMI FL 00000



**IMPORTANT: PLEASE
INSPECT ALL
DOCUMENTS BEFORE
USING. VERIFY:**

1. Your name and address
2. Your Transponder number

**If you find an error, notify
the SunPass Customer
Service Center at
1-888-865-5352
immediately.**

Thank You.

Transponder # 0000000000



PAYMENT OPTIONS WITH DEPOSIT TICKETS:

Please allow 72 hours for processing from time of deposit.

1. In Person: You may pay with cash, check, or money order (make payable to FDOT) and a deposit ticket at any Wachovia Bank or designated SunPass replenishment location. Please remember to retain your receipt until your transponder balance is updated.

2. By Mail: You may mail a check or money order and a deposit ticket to the SunPass Service Center. Please mail your payment to: Processing Center, PO Box 880049, Boca Raton, FL 33488-0049. Please do not mail cash.

Please include your Transponder number on your check to ensure proper processing.

If you have recently changed your address, vehicle, or license plate number, please log onto our website www.SunPass.com or call our Customer Service Center at 1-888-TOLL FLA (1-888-865-5352)

Thank you for using SunPass!

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\$40 \$50 \$60

Other \$ _____
(Minimum \$10)



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REORDER FORM

Transponder # 0000000000

Mr. John Doe

APT# 2A

1234 NONE ST

MIAMI FL 00000



Check here for Address Change
New Address:

For additional deposit tickets, please mail this Reorder Form to:
SunPass Processing Center
PO Box 880049
Boca Raton, FL 33488-0049

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www.SunPass.com or call our Customer Service Center at 1-888-TOLL FLA (1-888-865-5352)*

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