FLORIDA DEPARTMENT *of* STATE

RICK SCOTT
Governor

KEN DETZNER
Secretary of State

December 19, 2014

To Whom It May Concern:

Upon consideration of all Responses filed for the Solicitation for Price Information (Solicitation #09/14-09 Notary Processors), the Department has determined to reject all Responses at this time. Accordingly, all entities presently authorized to serve as notary processors may continue to accept and submit notary public applications to the Department.

The Department is committed to ensuring Florida notaries public and applicants are afforded the best service at the lowest cost. In furtherance of this objective, the Department intends to formalize the terms and conditions of contracts with notary processors who wish to access the online NEFS portal. The offer to enter into a contract with the Department will be circulated to you within 30 days of the date of this letter.

Under the contract, notary processors wishing to gain access to the online NEFS portal to submit notary public applications will be required to meet the following performance criteria:

- Disclosure of prices charged to first-time and renewal applicants, on a form to be provided, which will be posted on the Department's website. Processors will be required to update the Department of any changes to the quoted prices during the contract term.

- Establishment and operation of a customer support system to offer information and ongoing assistance to applicants and notaries public commissioned through the notary processor. Qualifying systems, such as toll-free telephone services or an interactive website, shall offer relevant information and assistance to system users during the application process and after successful appointment as a Florida notary public.

- Performance of list maintenance procedures to verify and keep accurate the legal name, mailing address, telephone number, and email address for each notary public following the approval of the notary application submitted by the notary processor.

- Adherence to all provisions in the "User Instructions Manual" for notary processors, including, but not limited to, the timely, accurate, and complete processing of notary applications, as well as the collection and remittance of all required fees.

The Department looks forward to working with all qualified entities willing and able to meet the mandatory conditions to gain access to the online NEFS portal and serve as a notary processor for the State.

Sincerely,

Vonda Murray

Vonda Murray
Purchasing Director