MTX Group Inc.
RFI #756 MLD-2018 Vendor Questions
April 2nd, 2018

1. How many users would be considered for each of the following classifications?:
(Licensing, Examination, Investigation, Admin)
- Administration 6
- Examiners 14
- Fiscal 7
- Investigators 5
- IT 2
- Licensing 9

2. To what level will MLD database need to integrate with NMLS?
Could you define or clarify what you mean by integrate?

3. What are the typical file sizes (.mb,.gb) and formats (.jpg, .png) uploaded documents?
Currently it accepts files up to 10mb. Ability of 50-100 mb would be nice. Formats are .pdf, .docx, .xlsx, jpg and outlook email objects.

4. How many new licenses are anticipated to be processed per month?
For new agents approximately 250 each month. New companies and new offices can be around 50-100 month. Also they are also processing closures of agents, companies/offices and agents that move from one company to another or terminate each month as well.

5. How many license renewals are anticipated to be processed per month?
90% renewals are done during the period of 11/1-12/31 of each year. Right now there are approximately 7234 agents, 972 approved-inactive agents and 538 licensed companies and 108 exempt companies and 23 registered companies that would renew during this period. The other approximately 10% are escrow agencies and covered service providers that renew during the period of 5/1-6/30 and currently there are approximately 18 escrow agencies, 34 escrow agents, 3 covered service providers and 4 associated agents for the 3 CSP's.

6. How many licenses do not flow through NMLS?
- Commercial brokers 17
- Commercial broker branches 7
- Commercial bankers 7
- Commercial banker branches 7
- Escrow agencies 18
- Escrow branches 3
- Covered service providers 3
- Escrow agents 34
- Commercial agents 54
- Credit service organizations 24
- Covered service providers 4

7. Will integration to a financial, email, GIS, or any other system be necessary? If so, please specify?
No, but if it could record date/time and originator, for such things as comments, or items where if clarifications are needed, we could identify who entered that info so that we can reach out to them.

8. How is information gathered by investigators?
Investigators collect pieces of evidence and information from the internet and printed formats that maybe collected during an interview with the complainant and once verified, they input this information into the database, historically by scanning it, which creates a PDF. JPG format would be useful to have.

9. Are any mobile devices utilized for gathering information in the field? If so, what devices

are in use?

Not at this time

10. Will licensees be logging into MLD to manage their licenses?

No, but would like to see or at least discuss if there was a way to integrate the complaint form (http://mld.nv.gov/uploadedFiles/mldnvgov/content/Consumer/MLDForm1000-ComplaintForm-2-28-2017.pdf) that we have for the consumer from our website (http://mld.nv.gov/) to also be available electronically. Currently the consumer can submit the form in person or mail, after they have printed it and completed it, fax it or scan it and email it to the division. So if possible, once completed it could be emailed to the general email box for the division and we can pick it up from there as we do today.

11. If licensees are going to managing their licenses in the MLD application what will their main responsibilities be within the business process of application/renewal?

N/A

12. It is stated that examinations range from 1 to 4 years, is the total number of possible combinations known, and if so are they documented and available for review?

The number of examinations and the scope/depth of each examinations will vary year to year. There are a number of different factors that could determine how often the company could be examined and whether it is a limited scope or full scope examination.