

MyFloridaMarketPlace Confidential Information Removal Request Process

An Confidential Information Removal Request identifies a need to remove an attachment, comment, or line item description due to the identification of confidential information included in a transaction. The following outlines the process to be followed:

1. The user should go to http://dms.myflorida.com/dms/purchasing/myfloridamarketplace/buyers/myfloridamarketplace_toolkit and download the Confidential Information Removal Request form to their local machine.
2. The user should complete all the fields on the form, except:
 - **Form Number**
 - **DMS Approval**
 - **DMS Denial**
3. Once the form is completed, the user should construct an email to the MFMP Customer Service Desk, at buyerhelp@myfloridamarketplace.com. The completed form should be attached to the email.
4. The Customer Service Desk representative will create a pivotal ticket for the request and escalate and assign the ticket to the appropriate workgroup.
5. The Customer Service Desk representative who receives the escalation will update the attachment purge request form, Form number field, with the ticket number created in pivotal and forward the request to DMS at myfloridamarketplace@myflorida.com.
6. DMS personnel will review the incoming request and will either approve or deny each request. All denials should have a documented denial reason. After completing the request DMS will forward it back to MFMP Customer Service Desk, at buyerhelp@myfloridamarketplace.com.
7. **If Approved:**
 - The Customer Service Desk representative will escalate and assign to appropriate workgroup to complete the purge request. Once complete the Requestor will be notified of completion and the ticket closed.**If Denied:**
 - The Customer Service Desk representative will update the pivotal ticket with the denial information, contact the Requestor and close the ticket.