#	QUESTION	SECTION NUMBER	SECTION TITLE	PAGE NUMBER(S)	EXACT TEXT (IF APPLICABLE)	Process	FDOR RESPONSE/ANSWER
1	Please provide the total annual collections volume processed by the SDU for the past five fiscal years.	NA	NA	NA	NA	PPFD	The SDU Production Volumes document in the Procurement Library has been updated (dated 4-10-26) to include 5 years. Figures are provided for calendar year. Multiple the monthly average by 12 to determine annual volume.
2	Please provide the number of payment transactions processed annually for the past five fiscal years.	NA	NA	NA	NA	PPFD	The SDU Production Volumes document in the Procurement Library has been updated (dated 4-10-26) to include 5 years. Figures are provided for calendar year. Multiple the monthly average by 12 to determine annual volume.
3	What is the average daily number of payment transactions processed by the SDU?	NA	NA	NA	NA	PPFD	34,932 receipts
4	What is the peak daily transaction volume observed during the past two years?	NA	NA	NA	NA	PPFD	88,030 receipts
5	Please provide the payment method mix, including: Employer ; Individual payments; Online payments; Cash payments; Credit/debit card payments; EFT/EDI payments.	2.1.E.2.b-d	Operational Reports	35-36	Reports to be provided weekly and monthly include: 'Collections by type: volume, dollar amount, and percentage by type' including 'Paper,' 'EFT/ACH,' 'Credit card,' 'Foreign paper,' 'Foreign electronic,' and 'Cash'; 'Collections by source (Employer, Obligor, Interstate)'; and 'Collections by case type (IV-D, Non-IV-D, CDU).'	PPFD	Employer: 77% Individual: 12% Online: 10% Cash: 0.0002% Credit/Debit card: 2% EFT/EDI: 89%
6	What percentage of payments are received via income with Employer/withholding orders (IWO)?	NA	NA	NA	NA	PPFD	77%
7	What percentage of payments are received from employers vs. individuals?	2.1.E.2.c	Operational Reports	35	Reports include 'Collections by source (Employer, Obligor, Interstate): volume, dollar amount, and percentage by source.'	PPFD	77% Employer, 12% Individual
8	Please provide the average payment amount per transaction.	NA	NA	NA	NA	PPFD	$195

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9	Please provide the average number of disbursements per day by method (check, Direct Deposit, Debit Card, etc.)?	NA	NA	NA	NA	PPFD	SDU: Check: 1,173 Direct Deposit: 12,921 Debit Card: 15,684 EFT: 3,198 CDU: Check: 103 Direct Deposit: 603 Debit Card: 217
#	What is the average disbursement amount per transaction?	NA	NA	NA	NA	PPFD	$219
#	Please provide the annual number of returned or rejected payments.	2.1.E.2.a	Operational Reports	35	Weekly and monthly reports include 'Rejected payments: volume and dollar amount' and 'Returned non-CDU payments: volume and dollar amount.'	PPFD	Monthly averages are provided in the SDU Production Volumes document in the Procurement Library. Multiply the monthly average by 12 to determine annual volume.
#	Please provide the annual number of unidentified or exception payments processed by the SDU.	2.1.E.2.k-m	Operational Reports	36	Reports include 'Unidentified by type: volume and dollar amount,' 'Unidentified aging by type,' and 'Unidentified resolved by type.'	PPFD	Monthly averages are provided in the SDU Production Volumes document in the Procurement Library. Multiply the monthly average by 12 to determine annual volume.
#	What percentage of payments require exception handling or manual intervention?	NA	NA	NA	NA	PPFD	4%
#	What percentage of payments are electronic vs paper-based?	2.1.E.2.b-d	Operational Reports	35-36	Reports include collections by type and case type, including 'Paper,' 'EFT/ACH,' 'Credit card,' 'Cash,' 'Electronic,' and 'Over the Counter (OTC).'	PPFD	Receipts: 91% electronic, 9% paper Disbursements: 94% electronic, 6% paper
#	What is the average aging period for unidentified payments?	2.1.E.2.l	Operational Reports	36	Reports include 'Unidentified aging by type: volume and dollar amount' with buckets '(1) 0-3 days (2) 4-10 days (3) 11-30 days (4) >30 days.'	PPFD	96% resolved within 3 days 99.4% resolved within 10 days
#	Please provide the total number of active child support debit cards currently issued.	2.1.E.3.b(4)	Operational Reports	37	Monthly reports include 'Debit cards ... (4) Total cards active.'	PPFD	308,919
#	What is the average number of new debit cards issued per month? And the number of deactivated debit cards per month?	2.1.E.3.b(1)	Operational Reports	37	Monthly reports include 'Debit cards (1) New cards issued.'	PPFD	New cards: 1641 Canceled cards: 3263 Canceled accounts: 1916

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#	Please provide the average monthly card load volume (dollars).	2.1.E.2.g-h	Operational Reports	36	Reports include 'Disbursements by method: volume, dollar amount, and percentage by method' including '(2) Debit card' and 'Disbursements by case type ... volume, dollar amount, and percentage by case type.'	PPFD	SDU: $58,280,753 CDU: $1,594,212
#	What is the average monthly number of card load transactions?	2.1.E.2.g-h	Operational Reports	36	Reports include debit card disbursements by method and case type with 'volume' and 'dollar amount.'	PPFD	Refer to the SDU Production Volumes document in the Procurement Library for average monthly number of debit card disbursements.
#	What is the average balance maintained on active debit cards? What is the method of spend in transaction volume and dollar volume for ATM Withdraw, Transfers, Point of Sale Transactions "	NA	NA	NA	NA	PPFD	Average balance: $448 2025 Annual Volume: ATM Withdrawal 897,278: $179,731,861 Transfers 53,857: $4,306,580 Point of Sale 18,725,575: $570,247,729
#	Please provide the number of replacement cards issued annually? How many replacements per customer in excess of 1?	2.1.A.4.4.c	Debit Card Services	20	Contractor 'shall provide one replacement card to each cardholder per year, upon request, at no cost to the cardholder.'	PPFD	Replacement cards: 119,442 Replacements per customer >1: 20,636
#	What is the number of cards reported lost or stolen annually?	NA	NA	NA	NA	PPFD	55,956
#	What percentage of recipients currently receive payments via debit card vs direct deposit?	2.1.E.2.g-h; 2.1.E.3.b-c	Operational Reports	36-37	Reports include disbursements by method and monthly reporting for 'Debit cards' and 'Direct deposit' enrollments.	PPFD	IV-D recipient enrollment: Debit Card: 57% Direct Deposit: 34% Data is not available for Non-IV-D and CDU recipient enrollment
#	What percentage of cards are never activated after issuance?	2.1.E.3.b(5)	Operational Reports	37	Monthly reports include 'Debit cards ... (5) Total cards not activated with balances.'	PPFD	25%
#	Please provide the average number of balance inquiries per month and the method of request (app, IVR, Customer Service)?	NA	NA	NA	NA	PPFD	App: N/A - balance is displayed, no inquiry IVR: 353,061 Customer service agent: 4,085

#	QUESTION	SECTION NUMBER	SECTION TITLE	PAGE NUMBER(S)	EXACT TEXT (IF APPLICABLE)	Process	FDOR RESPONSE/ANSWER
#	What percentage of all cardholder interactions occur via: self-service; automated systems; live customer service?	2.1.C.1-3	Customer Service	31-34	The contact center must include 'a phone system,' 'customer service representatives,' 'an Interactive Voice Response system (IVR),' and 'a website specific to the Florida SDU.'	PPFD	Self-service: 72% Automated system: 27% Customer service agent: 1%
#	What is the number of cards with balances but no activity for six months?	NA	NA	NA	NA	PPFD	106,141
#	Is the state open to alternative disbursements?	NA	NA	NA	NA	PPFD	Alternative disbursement methods may be proposed with no impact to DOR & FACC's interface file format and field values.
#	Are Vendors prohibited from offering other services to card holders?	NA	NA	NA	NA	PPFD	In general, no. Additional services should be proposed for approval by FDOR.
#	Are vendors required to provide the card program manager and issuing bank?	2.1.A.4.4.a, h	Debit Card Services	20	Contractor 'must implement and maintain stored value account debit card services' and the Contractor's debit card 'must be affiliated with the VISA or MasterCard system.'	PPFD	Yes
#	Please provide card program fee schedules currently charged to recipients and if there are anticipated changes to the allowed program fees?	2.1.A.4.4.j-k; 2.1.C.2.3.b (2)	Debit Card Services; SDU Website	20-21; 33	Contractor 'shall not raise cardholder fees during the term of the contract' and the website must 'Provide information about direct deposit and debit card services, including user agreements and fee schedules.'	PPFD	Debit Card Fee Schedule has been added to the Procurement Library. No changes to fees are anticipated. Any fees the vendor proposes must be fully described in its response.
#	Please identify the State's current SDU depository bank(s) and is vendor required to or allowed to use the current Banks?	2.1.A.5.1	Bank Accounts, Banking Operations, Structures and Plans	24	FDOR 'uses banking services provided by Bank of America and maintains accounts as specified in Appendix 2.'	PPFD/ CM	Bank of America. Vendors is not required to use the current bank but may do so. Requirement reference 1.2.E (pg.7) and 2.1.A.5.1(a) Banking (pg.24)
#	Does the vendor originate Debit Card load ACH files directly, or are they transmitted through the State's banking partner?	NA	NA	NA	NA	PPFD	Debit card disbursements are currently transmitted through the State's banking partner.
#	Please provide the average daily deposit amount processed by the SDU.	NA	NA	NA	NA	PPFD	$7,447,514

#	QUESTION	SECTION NUMBER	SECTION TITLE	PAGE NUMBER(S)	EXACT TEXT (IF APPLICABLE)	Process	FDOR RESPONSE/ANSWER
#	Please provide the maximum daily deposit amount during peak periods.	NA	NA	NA	NA	PPFD	$17,287,012
#	What is the average float balance maintained in SDU accounts?	NA	NA	NA	NA	PPFD	$750,813
#	Are vendors expected to manage interest-bearing accounts?	1.2.E; 2.1.A.3.a; 2.1.A.5.1.a-c	Description of the Services Requested; Bank Deposits; Bank Accounts, Banking Operations, Structures and Plans	7; 17; 24	The Department expects 'Providing banking services'; Contractor shall 'deposit receipts daily into an interest-bearing account'; and 'Interest earned on all SDU accounts shall be paid to FDOR monthly as directed by FDOR.'	PPFD/ CM	Yes. Reference 2.1.A.5.1(b) Banking (pg.24)
#	Are vendors required to propose or provide banking services?	1.2.E; 2.1.A.5.1.a	Description of the Services Requested; Bank Accounts, Banking Operations, Structures and Plans	7; 24	The Department expects 'Providing banking services, including oversight and management of SDU-related bank accounts...' and Contractor must 'either operate within the current banking structure or an alternative banking structure proposed by contractor and approved by FDOR.'	PPFD/ CM	Yes. Vendors are required to procure and provide banking services. Reference 2.1.A.5.1(a) Banking (pg.24)
#	Please provide the number of returned ACH transactions per month and broken out by return reason?	2.1.A.4.7.c; 2.1.F.e(7)	Disbursement Exceptions; SDU System Queries	22; 39	Contractor must 'void returned electronic disbursements' and queries include 'EFT returns: Rejected electronic disbursements.'	PPFD	See ACH Disbursement Returns document added to the Procurement Library
#	Are same-day ACH or real-time payment rails currently used?	NA	NA	NA	NA	PPFD	No
#	Please provide the total annual number of call center contacts related to SDU services.	2.1.E.3.d	Operational Reports	37	Monthly reports include customer service metrics: 'IVR calls received,' 'Customer Service Representative calls answered,' 'Employer calls,' 'Emails sent,' and 'Text messages sent.'	PPFD/ CS	IVR: 6,024,083 Agent: 355,600
#	What percentage of call center contacts calls relate to debit card questions vs payment status?	NA	NA	NA	NA	PPFD/ CS	SDU call center: not tracked Debit Card call center: 82% card question, 8% payment status
#	What is the average call handle time for SDU call center customer service inquiries?	2.1.E.3.d(6)	Operational Reports	37	Monthly customer service reports include 'Average talk time.'	PPFD/ CS	3 minutes 52 seconds

#	QUESTION	SECTION NUMBER	SECTION TITLE	PAGE NUMBER(S)	EXACT TEXT (IF APPLICABLE)	Process	FDOR RESPONSE/ANSWER
#	What is the peak monthly call volume?	NA	NA	NA	NA	PPFD/ CS	IVR: 558,372 Jan 2025 Agent: 32,096 April 2025
#	What is the average number of calls per cardholder per year?	NA	NA	NA	NA	PPFD	0.39
#	What volumes and percentage of interactions occur through: phone; web portal; mobile application; IVR systems?	2.1.C.1; 2.1.C.2.1-2.3; 2.1.E.3.d	Customer Service; Operational Reports	31-33; 37	The contact center includes phone, IVR, website, and optional email/mobile applications; monthly reports include IVR calls, CSR calls, emails, and text messages.	PPFD/ CS	Phone (agent): 355,600; 2% Web: 3,192,000; 16% App: 10,956,000; 53% IVR: 6,024,083; 29%
#	Are vendors expected to provide 24/7 call center customer service or just IVR?	2.1.C.1.f; 2.1.C.2.2.a; 2.1.C.2.3.a	Customer Contact Center; Interactive Voice Response System; SDU Website	31-33	Customer service representatives are available Monday through Friday 7:30 AM to 5:00 PM ET; the IVR and the website must be available '24 hours a day, 7 days a week, 365 days a year.'	PPFD/ CM	IVR and website are 24/7. Reference 2.1.C.1(f) (pg.31)
#	Please provide the current customer service staffing levels supporting SDU operations.	NA	NA	NA	NA	PPFD	SDU call center: 11 agents, 3 managers, 1 EFT coordinator Debit Card call center: 100 agents, multi-state program
#	Could the State provide the most recent thirty-six (36) months of statistics on misposts including the number of payments, average amount of misposted payments, total dollar amount Contractor made whole, and the total dollar amount recovered by Contractor?	2.2.c	Misapplied Payments	17	Accept financial responsibility and fund all losses to SDU bank accounts that are not the result of FDOR error. Funding transfers must be in accordance with FDOR direction.	PPFD	A Misapplied Payments document has been posted to the Procurement Library. Contractor is not permitted to recover misapplied payments from customers; however, payments that have not disbursed prior to correction do not require funding from Contractor. RDI recovery amounts have been added to the Production Volumes document in the Procurement Library.
#	For the SOC 2, please clarify which of the following Trust Services Criteria are required: Security Availability Confidentiality Privacy Processing Integrity	2.1.G.3	Other Requirements	41	Contractor shall conduct an Annual Service Organization Control SOC 1 Type 2 and SOC 2 Type 2 Audits to include penetration tests or their equivalent. Contractor must submit the SOC Audit Reports within fifteen (15) days of report issuance.	CM/OGC	All stated Trust Services Criteria are required.

#	QUESTION	SECTION NUMBER	SECTION TITLE	PAGE NUMBER(S)	EXACT TEXT (IF APPLICABLE)	Process	FDOR RESPONSE/ANSWER
#	Is the State able to provide the current cost of the 9 PO Boxes? Could the State provide the address of the post office where the current PO Boxes are located? What is the current daily pick-up times, Monday through Saturday? What is the earliest mail pickup availability? Please provide the average number of envelopes picked up each day of the week.	2.1.A.1.h, 1.1	Mail Pickup/Delivery Services	13	Mail is currently received at nine (9) post office boxes leased from the United States Postal Service (USPS). Contractor must: a) Retain leases and assume costs for the boxes. b) If the Contractor requests a different location or different post office box numbers, subject to FDOR approval, the Contractor will be responsible for any expense associated with the change and must provide a detailed plan with a schedule showing the effect of the change on mail and payment processing. c) Pick up and deliver mail to the SDU or arrange for a bonded courier to pick up and deliver mail to the SDU at the earliest time mail is available at the post office to ensure same day processing each business day. d) If the USPS processing schedule is such that mail is available for pickup multiple times daily and multiple pickups would enhance the timeliness of SDU processing, the Contractor must arrange for multiple daily pickups and deliveries. e) Legibly sign for, image, and maintain a log with sufficient information to identify	PPFD	Annual cost: $1,062 2 Post Offices: 2800 S Adams St, Tallahassee FL 32314 2020 W Pensacola St, Tallahassee FL 32316 Current pickup times Mon-Sat: 6:30am, delivery to SDU by 7:00am Earliest available pickup: 6:30am Average number of envelopes: Monday - 5,451 Tuesday - 1,997 Wednesday - 1,315 Thursday - 1,227 Friday - 2,130

#	QUESTION	SECTION NUMBER	SECTION TITLE	PAGE NUMBER(S)	EXACT TEXT (IF APPLICABLE)	Process	FDOR RESPONSE/ANSWER
#	Could the State provide the total annual dollar amount of financial consequences for each of past three years?	2.3	PERFORMANCE ACCOUNTABILITY MEASURES (PAMS) AND FINANCIAL CONSEQUENCES	44	Under a Contract resulting from this ITN the Contractor must meet the monthly performance accountability measures described below. Financial consequences apply to PAMs 1 and 2 if the PAMs are not met.	CM/PPFD	None
#	Should all of the requirements of Section 2.1.G be addressed within the Tab 8 response?	2.1.G	Other Requirements	41		CM	Vendors should address all requirements that are part of its quality assurance plan and approach.
#	Does the State require Contractors to provide their Security Plan with their proposal within the Tab 9 response?	2.5.F	Security	46	The Contractor must have and maintain a comprehensive security plan that covers the full scope of the contractor's system and service, including internal and external security controls for hardware and software systems supporting the SDU.	PPFD/CM	No.
#	Does the State desire a response for each requirement in Section 2? If yes, for ITN sections not specifically referenced in Sections 4.6.A, 4.6.B, or the Evaluator's Score Sheet, should Contractors determine the most applicable tab for inclusion of responses?	3.4.E	Vendor Admonishments	55	Vendors should propose to perform all of the required activities described in Section 2. Vendors may propose an alternative approach that is low risk but still meets the overall objectives of the ITN (e.g., technical, schedule, and related pricing).	PPFD/CM	No.
#	To avoid unnecessary duplication and improve clarity of responses, may the Contractor cross-reference content **within the same volume**, provided that the referenced section fully addresses the requirement and the response clearly identifies the applicable response section?	4.5.B	Cross Referencing	83	B. Cross Referencing. Each volume should be written on a stand-alone basis so that its contents may be evaluated with Reply no cross-referencing to other volumes of the ITN. Information required for Reply evaluation that is not found in its designated volume may be assumed to have been omitted from the Reply.	Purchasing	Yes.

#	QUESTION	SECTION NUMBER	SECTION TITLE	PAGE NUMBER(S)	EXACT TEXT (IF APPLICABLE)	Process	FDOR RESPONSE/ANSWER
#	Section 4.5.D requires sequential page numbering within each volume. To maintain clarity and avoid confusion, may the Contractor: Exclude tab divider pages from sequential page numbering; and Preserve the original pagination of stand-alone documents requested (e.g., Disaster Recovery Plan) without applying a second, sequential page numbering scheme, provided each document is clearly identified within the volume and within the Table of Contents?	4.5.D	Page Size and Format	83	Pages should be numbered sequentially within volumes. These limitations apply to both electronic and hard copy Replies.	Purchasing	Confirmed.
#	Please confirm that reference to "Technical Reply" should be "Administrative Reply" in Section 4.6.A.	4.6.A	Volume I: Administrativ	84	Using the instructions outlined below, Respondents should prepare an Technical Reply volume in the order outlined. If a portion of any section is omitted, the Reply may be deemed non-responsive at the discretion of the FDOR.	Purchasing	Yes, the reference should be "Administrative Reply".
#	May the Florida Department of Revenue serve as a reference?	4.6.B.14	Tab 14: References	88	Respondents must submit information for three (3) customers to whom the vendor provided contractual services of similar scope and size as those identified in this ITN. Information for these references must be provided using Attachment I: Respondent Reference Form.	Purchasing	No, per Attachment J, Customer Reference Form: "NOTE: References shall not be given by: employees of the State of Florida, persons employed by the state within the past three (3) years, persons currently or formerly employed or supervised by the Respondent or its affiliates, or relatives of any of the above."
#	Are tab dividers required for the paper and electronic copy?	4.6.A and B	Volume I: Administrative Volume II: Technical	84 and 86	In addition to the required paper copy, the Vendor shall furnish one (1) electronic set of VOLUME I: Administrative. The Vendor should write the electronic copy on a USB Thumb Drive in a single .pdf file format. The “Original” paper copy will be considered the authority if there are any differences between the paper and electronic copies.	Purchasing	No.

#	QUESTION	SECTION NUMBER	SECTION TITLE	PAGE NUMBER(S)	EXACT TEXT (IF APPLICABLE)	Process	FDOR RESPONSE/ANSWER
#	Tab 4 requests that the Contractor describe how it will implement the Operational, Technical, and Customer Service requirements identified in Sections 2.1.A, 2.1.B, and 2.1.C. Section 2.1.B requirements are also requested to be addressed in Tab 5. Tab 6 references Section 2.1 more broadly (with an apparent focus on Receipts and Disbursements), Tab 7 references 2.1.A.5. Tab 8 references 2.1.A through H (with an apparent focus on Quality Assurance). To avoid duplication and ensure responses are organized as intended for evaluation purposes, should the Contractor provide a comprehensive response to each requirement in the most applicable tab, with cross-references within the same volume, or does the State prefer Contractors repeat full responses across multiple tabs where the same requirements are referenced?	4.6.B.4-8	Volume II: Technical	86-87		Purchasing/PPFD/PO	To avoid duplication, vendors may use cross-references so as not to repeat the same text in a different tab.
#	Are electronic signatures permitted on forms/attachments?	General				Purchas	Yes.