



**STATE OF WASHINGTON  
DEPARTMENT OF SOCIAL AND HEALTH SERVICES  
PO Box 45811, Olympia WA 98504-5811**

DATE: February 12, 2025

TO: RFP #2434-864 – Division of Child Support – Banking Services  
Bidders

FROM: James O'Brien, Solicitation Coordinator  
DSHS Central Contracts and Legal Services

SUBJECT: Amendment No. 1 – Answers to Bidder Conference Questions,  
Questions Received to Date, Appendix #1 (Pricing Sheet), and  
Bidder Conference Presentation

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DSHS amends RFP #2434-864 to provide guidance and answers to the questions received before the Bidder Conference, to questions received at Bidder Conference held on February 11, 2025, and to provide the presentation that was given during the Bidder Conference.

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**Questions received before Bidder Conference:**

**Question #1:** Are the Banking Services piece and the pre-paid card tied together? Can we bid on only the banking services piece? Or do we have to respond to both?

**A:** DSHS is not splitting out these two items. They are tied together. Bidders are expected to bid on all items asked for in the RFP to include both the Banking Services as well as the pre-paid card requirements.

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**Question #2:** Does this RFP include providing financial literacy classes for youth?

**A:** No, this RFP does not include a requirement for providing financial literacy for youth.

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**Question #3:** I'm unable to locate Appendix 1 "Fee Schedule". Can you please tell me where I can locate that document?

**A:** Appendix 1 "Fee Schedule" has been attached to this Amendment #1 to this RFP #2434-864.

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**Questions received during the Bidder Conference held on February 11, 2025:**

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**Question #4:** Who are the current providers for these Banking Services?

**A:** U.S. Bank currently provides these services for DSHS.

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**Question #5:** When was the last time this service was out to bid?

**A:** 2016.

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**Question #6:** What is the reason for this bid?

**A:** The current contract is going to expire soon. DSHS is legally required to issue a new competitive solicitation for this type of service after the expiration of the old contract.

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Attendees at the February 11, 2025 Bidder Conference included the following:

1. James O'Brien, DSHS
2. Caleb Clark, DSHS
3. Mario Sosa, DSHS
4. Sara Weigelt – DSHS
5. Wendy Cole-Deardorff – DSHS
6. Bill Green - DSHS
7. Pamela Schreiner - DSHS
8. Kristina Butler - DSHS
9. Chris Locke - DSHS
10. Robye Kumar - BMO Bank
11. Greg Hamilton - Conduent
12. Lily Ng - Managing Director BMO Bank
13. Kim Spiroff - Senior Vice President U.S. Bank
14. Amy Chang - U.S. Bank
15. Beth Whittaker - AVP, U.S. Bank

All other terms and conditions in this Solicitation remain the same.

ITEM NUMBER	BANKING SERVICE	AVERAGE MONTHLY VOLUME	PRICE PER ITEM or NO CHARGE (N/C)	TOTAL MONTHLY CHARGE	COMMENTS
<b>1 Depository Services</b>					
1.1	Account Maintenance	5		\$ -	
1.2	Credits-Paper	200		\$ -	
1.3	Electronic Credits	200		\$ -	
1.4	Checks Paid (Paper Debits)	50,000		\$ -	
1.5	Electronic Debits	200		\$ -	
1.6	Banking Center Deposits	80		\$ -	
1.7	QBD/Night Drop Deposit	15		\$ -	
1.8	Vault Deposit	180		\$ -	
1.9	Deposited Items – on US	150		\$ -	
1.10	Deposited Items – Local	200		\$ -	
1.11	Deposited Items - Regional	300		\$ -	
1.12	Deposited Items - Transit	200		\$ -	
1.13	Cks Dep Un-Encoded Items	1200		\$ -	
1.14	Returned Item Maintenance	1		\$ -	
1.15	Re-deposited Returned Item	70		\$ -	
1.16	Returned Deposited Items	50		\$ -	
1.17	Check Filter Monthly Maintenance	4		\$ -	
1.18	Check Filter Items Returned	1		\$ -	
1.19	Account Recap Monthly Stmt	5		\$ -	
				\$ -	
1.20	FDIC Insurance	1		\$ -	
				\$ -	
				\$ -	
<b>Services not listed above</b>					
				\$ -	
				\$ -	
				\$ -	
	<b>All Inclusive Monthly Total</b>			\$ -	

<b>2 Branch/Cash Vault Coin and Currency Services</b>					
2.1	Cash/Coin Dep/\$100 Bkg Ctr	4,500		\$ -	
2.2	Cash/Coin Dep/\$100/ND	600		\$ -	
2.3	Cash/Coin Dep/\$100 Vault	8,500		\$ -	
2.4	Deposit Correction	5		\$ -	
				\$ -	
				\$ -	
<b>Services not listed above</b>					
				\$ -	
				\$ -	
				\$ -	

	<b>All Inclusive Monthly Total</b>	<b>\$</b>	<b>-</b>	
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ITEM NUMBER	BANKING SERVICE	AVERAGE MONTHLY VOLUME	PRICE PER ITEM or NO CHARGE (N/C)	TOTAL MONTHLY CHARGE	COMMENTS
<b>3 Account Reconciliation Services</b>					
3.1	Partial / POS Pay Maintenance	1		\$ -	
3.2	Stale Date Maintenance	1		\$ -	
3.3	Payee Positive Pay Maintenance	1		\$ -	
3.4	Partial / POS Pay Per Item	42,000		\$ -	
3.5	Payee Positive Pay Per Item	42,000		\$ -	
3.6	Positive Pay/Payee POS – Exception Items	8		\$ -	
3.7	ARP Return Items	2		\$ -	
3.8	ARP Transmission Output	5		\$ -	
3.9	ARP Transmission Per Item	50,000		\$ -	
3.10	Cleared Check Reports	4		\$ -	
3.11	Stop Placed – Item	150		\$ -	
3.12	Stop Cancelled – Acct	2		\$ -	
				\$ -	
				\$ -	
<b>Services not listed above</b>					
			-	\$ -	
			-	\$ -	
			-	\$ -	
			-	\$ -	
	<b>All Inclusive Monthly Total</b>			<b>\$ -</b>	

<b>4 Wire Transfer</b>					
4.1	Wire Monthly Maintenance	1		\$ -	
4.2	Incoming Domestic Wire	20		\$ -	
4.3	Incoming International Wire	3		\$ -	
4.4	Voice Domestic Outgoing Wire	1		\$ -	
4.5	On-Line Domestic Outgoing Wire	1		\$ -	
				\$ -	
				\$ -	
<b>Services not listed above</b>					
				\$ -	
				\$ -	
				\$ -	
	<b>All Inclusive Monthly Total</b>			<b>\$ -</b>	

ITEM NUMBER	BANKING SERVICE	AVERAGE MONTHLY VOLUME	PRICE PER ITEM or NO CHARGE (N/C)	TOTAL MONTHLY CHARGE	COMMENTS
<b>5 Information Reporting</b>					

5.1	Reporting Maintenance	1		\$	-
5.2	Current Day Per Acct	1		\$	-
5.3	Current Day Per Item Detail/Summary ACH	97,000		\$	-
5.4	Previous Day Per Acct	5		\$	-
5.5	Previous Day Per Item Detail/Summary	175,000		\$	-
5.6	ACH Return and NOC Report	25		\$	-
5.7	ACH Redistribution Report	25		\$	-
5.8	Monthly Maintenance Stop Acct	1		\$	-
5.9	Check Issue Maintenance	1		\$	-
5.10	Account Analysis Statement	1		\$	-
5.11	Stop Placed – Item	120		\$	-
5.12	Stop Cancelled – Acct	5		\$	-
5.13	Extended Retention – Acct	5		\$	-
5.14	Image Maintenance	1		\$	-
5.15	Image Retrieval	15		\$	-
				\$	-
				\$	-
<b>Services not listed above</b>					
				\$	-
				\$	-
				\$	-
	<b>All Inclusive Monthly Total</b>			\$	-

<b>6 Zero Balance Accounts</b>					
6.1	ZBA Lead	1		\$	-
6.2	ZBA Subsidiary	4		\$	-
				\$	-
				\$	-
<b>Services not listed above</b>					
				\$	-
				\$	-
				\$	-
	<b>All Inclusive Monthly Total</b>			\$	-

<b>7 Image Services</b>					
7.1	Monthly Maintenance – Per Acct	1		\$	-
7.2	Image Archive CD Rom Per Item	50,000		\$	-
7.3	Image Archive Per CD-Rom	5		\$	-
7.4	Duplicate CD-Rom	5		\$	-
7.5	Image File Transmission	5		\$	-
				\$	-
				\$	-
<b>Services not listed above</b>					
				\$	-
				\$	-
				\$	-

	<b>All Inclusive Monthly Total</b>		<b>\$</b>	<b>-</b>	
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Appendix 1 Cost Spreadsheet

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ITEM NUMBER	BANKING SERVICE	AVERAGE MONTHLY VOLUME	PRICE PER ITEM or NO CHARGE (N/C)	TOTAL MONTHLY CHARGE	COMMENTS
<b>8 Electronic Deposit Services</b>					
8.1	Image Cash Letter Maintenance	1		\$ -	
8.2	Image Cash Letter Item on US	5,500		\$ -	
8.3	Image Cash Letter Item-Transit	70,000		\$ -	
8.4	Image Cash Letter Deposit Fee	100		\$ -	
8.5	Image Cash Letter Reject Item	5		\$ -	
8.6	Image Cash Letter Transmission Maintenance	1		\$ -	
				\$ -	
				\$ -	
<b>Services not listed above</b>					
				\$ -	
				\$ -	
				\$ -	
	<b>All Inclusive Monthly Total</b>			<b>\$ -</b>	

<b>9 ACH Services</b>					
9.1	ACH/EDI Monthly Maintenance	1	-	\$ -	
9.2	ACH Originated Addenda Item	25,000		\$ -	
9.3	ACH Process Run	63		\$ -	
9.3	ACH Originated On-US Credit Item	150,000		\$ -	
9.4	ACH Originated Fed Credit Item	150,000		\$ -	
9.4	ACH Originated On-US Debit Item	3,500		\$ -	
9.5	ACH Originated Fed Debit Item	20,000		\$ -	
9.6	ACH International Item	10		\$ -	
9.7	ACH Re-deposited Item	115		\$ -	
9.8	ACH Credit Received Item	115,000		\$ -	
9.9	ACH Output File - Posted Addenda Items	160,000		\$ -	
9.10	ACH Debit Item (Bank Provided System)	5,000		\$ -	
9.11	ACH Debit Received Item	100		\$ -	
9.12	ACH Block Mthly Maintenance Per Acct	5		\$ -	
9.13	ACH Filter Mthly Maintenance	1		\$ -	
9.14	ACH Re-deposited Items	150		\$ -	
9.15	ACH Return Per Item	500		\$ -	
9.16	ACH NOC	50		\$ -	
9.17	Business E-check Block Mo Maintenance	1		\$ -	
9.18	ACH Item Adjustment Request	10		\$ -	
9.19	UPIC Maintenance	1		\$ -	
				\$ -	
				\$ -	
				\$ -	

Services not listed above					
				\$	-
				\$	-
				\$	-
	<b>All Inclusive Monthly Total</b>			\$	-

Appendix 1 Cost Spreadsheet

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ITEM NUMBER	BANKING SERVICE	AVERAGE MONTHLY VOLUME	PRICE PER ITEM or NO CHARGE (N/C)	TOTAL MONTHLY CHARGE	COMMENTS
<b>10 Bill Consolidation Payments</b>					
10.1	Bill Consolidation Maintenance	1		\$	-
10.2	BCP Per Item	2500		\$	-
10.3	BCP Data Transmission Output	22		\$	-
10.4	BCP Translation per Payment	2500		\$	-
				\$	-
				\$	-
<b>Services not listed above</b>					
				\$	-
				\$	-
			-	\$	-
	<b>All Inclusive Monthly Total</b>			\$	-

11	International Banking				
11.1	Foreign Currency/Check Deposited	20		\$	-
11.2	Foreign Collection Fee	5		\$	-
11.3	Foreign Returned Item	1		\$	-
				\$	-
				\$	-
Services not listed above					
				\$	-
				\$	-
				\$	-
	All Inclusive Monthly Total			\$	-
	Grand Monthly Total All Banking Services			\$	-

Appendix 1 Cost Spreadsheet

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PRE-PAID DEBIT CARD CUSTOMER SERVICES - Cost to Debit Card Recipient	PRICE PER ITEM or NO CHARGE (N/C)	COMMENTS
Customer Monthly Fee		

Toll-Free Interactive VRU		
Customer Service Inquiries		
Monthly Statement		
ATM Withdrawal Fee		
Point of Sale Fees		
Teller Cash Withdrawal		
Transfer of Funds to Other Accounts		
Account Overdraft Fee		
Standard Card Replacement		
Emergency Card Replacement		
Monthly Inactivity Fee*		
On-Line Bill Payer		
Text/Email Account Alerts		
Mobile Access		
Additional Card		
Point of Sale Decline		
ATM Decline		
ATM Balance Inquiry		
Out of Network ATM Withdrawal $\frac{3}{4}$ first 2 per month		
Out of Network ATM Withdrawal $\frac{3}{4}$ after first 2 per month		
International ATM Cash Withdrawal		
International Point of Sale		
Bill-Pay Stop Payment		
Bill-Pay Return		
Bill-Pay Proof-of-Payment		
Bill Pay Research		
<b>Services not listed above</b>		

\*Deposits, purchases, ATM Balance Inquires, Teller Withdrawals, or ATM Transactions are to be considered activity.



# ***Welcome to the Bidder Conference***

Economic Services Administration – Division of  
Child Support - Request for Proposals #2434-864  
**Banking Services**



February 11, 2025  
2:00 to 4:00 p.m. Pacific Time  
via Microsoft Teams

## ***Agenda***

- Introductions and Ground Rules
- Opening Remarks
- Project Scope and RFP Goals
- Important Reminders & Key Dates
- Q&A

# ***Introductions and Ground Rules***

- DSHS Introductions
- Presentation, followed by Q&A
  - Please hold questions until end
  - Questions must be sent to the RFP Coordinator via Chat
- List of attendees may become a public record
- Focus on general issues related to RFP instructions, requirements, etc.
- Verbal responses to questions are unofficial
- Official responses to be posted as an RFP amendment

## ***Procurement Goals***

- Fair, open and competitive procurement process
- DSHS is a public entity and subject to state procurement rules and regulations
- To obtain the services of a qualified organization, who will collaborate with DSHS, ESA-DCS to provide the Banking Services requested in the RFP.

## ***Opening Remarks***

# Economic Services Administration – Division of Child Support

This competitive Solicitation is issued to assist the Economic Services Administration, Division of Child Support (DCS) of the Washington State Department of Social and Health Services (DSHS) in seeking qualified Contractor to provide banking services and a Prepaid Debit Card program from a qualified financial institution. The resulting contract may require staggered implementation dates between banking services and the card program.

## ***Background***

- As a Department we are tied together by a single mission: to transform lives. Additionally, the DCS mission is to provide child support services that promote the well-being of children and families.
- An integral component of the DCS mission is the collection and distribution of child support. DCS collects and distributes approximately \$53 million from nearly 256,000 non-custodial parents, employers, agencies, and other jurisdictions each month.

## ***Project Scope***

- a. Account, ACH, and Reconciliation
- b. DCS Prepaid Debit Card
- c. Additional Creative Technology and Service Solutions

## ***Bidders' Proposals***

- Based on the terms, conditions and deliverables set forth in the RFP and Attachment A: Sample Contract
- Provide clear, concise, direct, detailed and specific responses
- Ensure responses are accurate, without assumptions
- Apparent Successful Bidder's Proposal may become part of the Contract

*Submitting a Proposal that does not follow the RFP requirements will be deemed non-responsive*





# ***Submission Requirements***

Attachment B: Sample Submission Letter

Attachment C: Certifications & Assurances

Attachment D: Bidder Response Form

1. Service Proposal
2. Experience and Qualifications
3. Project Plan and Experience
4. Cost Proposal
5. References
6. EO 18-03 Response
7. Washington Small Business Response
8. Washington Veteran Owned Business Response
9. Administrative Response Requirements

Attachment E: Contractor Inclusion Plan

## ***Important Reminders***

- As Amendments are posted to WEBS, these should be carefully reviewed and downloaded by the Bidders
- DSHS is committed to ensuring a fair and open competitive process
- To ensure that all Bidders receive a fair and open opportunity, it is vital that all interested parties abide by the requirements
- **All questions and information regarding this RFP should be directed to the RFP Coordinator and to no one else, unless otherwise directed in writing by the RFP Coordinator**



Bidders may submit written questions or requests for change in Solicitation Requirements until 5:00 p.m. Pacific Time	February 18, 2025
DSHS intends to post responses to written questions	February 24, 2025
Bidders must submit Proposals by 5:00 p.m. Pacific Time	March 11, 2025
Oral Evaluations	March 25, 2025
Announcement of Apparent Successful Bidder on WEBS	March 28, 2025
Contract Execution/Start Date	May 2025



- Questions must be sent to the RFP Coordinator directly via Chat
- **Verbal responses to questions are unofficial**
- Official responses shall be posted on WEBS as an RFP Amendment
- If there are questions that we do not get to today, please submit these via email to the RFP Coordinator at: **[james.obrien2@dshs.wa.gov](mailto:james.obrien2@dshs.wa.gov)**

DSHS appreciates your time and  
interest in this solicitation!

