



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

DATE: August 7, 2025

TO: RFP #2513-876 – Division of Child Support – Access and Visitation Services Bidders

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

SUBJECT: Amendment No. 1– Bidder Conference Power Point, Bidder Conference Questions and Answers, List of Attendees, Additional Questions and Answers, Update to Section E. 10. Selection of Apparent Successful Bidder (RFP document), and Local Funds Match Certification Form.

DSHS amends RFP #2513-876 to provide the power point presentation, questions and answers from Bidders Conference, an update to Section E.10 Selection of Apparent Successful Bidder in the RFP document, the form for Local Funds Match Certification, and a list of attendees to the Bidder Conference held on Tuesday, August 5, 2025.

Questions during the Bidder Conference held on Tuesday, August 5, 2025:

Question #1: In the submission instructions (Section D. 7.) the RFP instructs that Attachment D, Bidder Response Form should be submitted in Microsoft Word format. However, the form itself states that any additional documents that are part of the response should be attached to the form, which would require a PDF. Would the state prefer to receive Attachment D in Microsoft Word format with any additional documents as separate attachments in the submission email? Or should Attachment D and any additional documents be combined into a single PDF? Should attachments B, C, and E be combined into a single PDF for the email submission, or be attached separately?

A: Bidders may submit answers to Attachment D in either a Word format or a PDF format or any combination of the two. Please ensure it is clear where the answers can be found in the response. Bidders may submit in one document or multiple documents. It must be clear where all the documents are located as well as where all the answers to Attachment D are located within the submission.

Question #2: Is there a minimum number of contact hours you're wanting counselors to provide?

A: No. There is not a minimum number of contact hours required for counselors to provide.

Question #3: Are there any character or page limits on responses in Attachment D?

A: There are no character or page limits on responses to any of the questions in Attachment D.

Question #4: Are counseling services via telehealth acceptable or is it mandatory for in person sessions?

A: Counseling services via telehealth are acceptable so long as all mandatory requirements for those services are met.

Question #5: Would time spent providing transportation to families be an allowed service/time to reimburse?

A: Time spent providing transportation to families in order to participate in visitation activities would be an allowed service/time for reimbursement.

Question #6: Regarding additional attachments – we have included many attachments from our Supervised Visitation program in response to question 6.d. Is it acceptable to submit some similar intake and policy documents for our mediation and parent education programs?

A: DSHS can't comment on what type of documents you submit with respect to any particular question. If a bidder feels providing documents would support and enhance their response to a specific question, then bidder should submit those documents.

Question #7: Are there any specific guidelines for Supervised Visitation locations?

A: There are no specific guidelines for Supervised Visitation locations. Services should be provided by qualified professionals in a safe environment. DSHS reserves the right to conduct a facility/site assessment for top ranked bidders.

Question #8: Do bidders need to submit the Attachment A sample contract filled out? Or is that only for reference?

A: Bidders do not need to fill out Attachment A, sample contract. Should bidders request any changes to the terms of the sample contract they should note those changes in the appropriate section in Attachment D, the bidder response form. Bidders, should they be named an apparent successful bidder, would be expected to sign a contract similar in nature and form to the posted Attachment A, sample contract.

Question #9: Is there a limit to the number of emails in which all attachments are sent in the final proposal? Any formatting for subject lines or email body required when sending multiple emails?

A: There is not a limit to the number of emails in which all attachments are sent. Please label all emails so there is no confusion as to how many emails are sent as part of the response. Please include the RFP number in the subject line along with the name of the entity or company submitting the bid. If multiple emails are being sent, please label accordingly (i.e., 1 of 2, 2 of 2, etc.).

Question #10: Is the contract open-ended? Or is there a stop date and/or renewal?

A: The contract is not open-ended. If awarded a contract, the intent is for the contract to be for one year. At the end of the one year period, DSHS, in its sole discretion, may extend the contract for another year (up to three times in total) per the terms of the RFP document (Section 5. Period of Contract Performance). If extended, DSHS will take into account new factors such as money used by the contractor over the last year as well as how much money was allocated to DSHS for the next year when preparing the terms and compensation for the extension.

Question #11: The 10% match and facility use - can you please elaborate on that requirement? How do you calculate the value of the use of a facility?

A: For each monthly invoice, the contractor must submit a local match certification explaining how the 10% local match was satisfied. The 10% match can come from, but is not limited to, cash contributions, volunteer hours worked, and/or facility use. If using facility use as the 10% match, contractors will need to calculate based on their normal practice, and procedures.

Additional Questions Asked after Bidder Conference:

Question #12: I'm currently a Licensed Mental Health Therapist/Marriage and Family Therapist Associate. Could there be an opportunity for me to be trained on completing Parenting Plans?

A: DSHS is seeking proposals from experienced providers that offer one or more allowable services. DSHS does not provide training on how to deliver Access and Visitation services.

Question #13: I took the Basic Mediation Training course through King County Dispute Resolutions Center. Is there an opportunity to further that training that the state would pay for?

A: No, the Access and Visitation program does not pay for contractor training.

Question #14: I believe there's a question regarding stating the services that I'd offer. As a sole proprietor who'd be offering counseling services and possibly other services, I work alone. I don't have a mission statement. Would I need to come up with one for this proposal?

A: There is no requirement for bidders to include a mission statement in their proposal.

Section E. 10. Selection of Apparent Successful Bidder is updated to add the following to the end of this section as posted in the RFP document:

“In its sole discretion, DSHS intends on offering contracts to the top bidders after considering the location, capacity, and services offered by each provider. The amount of the contract will be determined exclusively by DSHS after DSHS evaluates the services offered by that specific bidder and the bidder's relative score. DSHS reserves the right to determine, in its sole discretion, the cut off point and the number of bidders selected as an apparent successful bidder. Bidders will be selected as apparent successful bidders based on overall scores.”

Attendees at the August 5, 2025 Bidder Conference included the following:

1. James O'Brien, DSHS
2. Thomas Smith, DSHS
3. Mario Sosa, DSHS
4. Sara Weigelt – DSHS
5. Karina Pimentel. K Connections, Wenatchee, WA
6. Rick Schoentrup - VOAWW
7. Darlene Hill, LMHC, LMFTA Solo Practitioner at Change Within You Counseling Services, Tacoma, WA
8. Aaron Olsen, Volunteers of America Western Washington, Everett WA
9. Dallas Fletcher, Seneca Family of Agencies
10. Ariel Brownstein, Whatcom Dispute Resolution Center
11. Kristin Ely, VOA Western WA
12. Marie Hamilton, Abound Visitation and Family Services

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

Local Funds Match Certification

(This form must be submitted with final contract billing.)

I, _____ certify the following local funds and/or in-kind resources were provided:
PRINT NAME (AUTHORIZED REPRESENTATIVE)

_____ in the amount of \$ _____
TYPE AND SOURCE OF PUBLIC FUNDS (LOCAL GOVERNMENT)

_____ in the amount of \$ _____
TYPE AND SOURCE OF PRIVATE FUNDS (NON-LOCAL GOVERNMENT)

_____ in the amount of \$ _____
TYPE AND SOURCE OF IN-KIND RESOURCES

_____ in the amount of \$ _____
TYPE AND SOURCE OF FEDERAL FUNDS

and were used to match federal funds paid during the time period of _____ through _____ for

CONTRACT TITLE AND DSHS CONTRACT NUMBER

NAME OF ENTITY	
AUTHORIZED REPRESENTATIVE'S SIGNATURE	DATE
TITLE OR POSITION	TELEPHONE NUMBER

Instructions

Name: Enter the name of the entity's representative authorized to complete certification form.

Type and source of funds: Enter the type and source of funds used on the applicable line.

In-kind sources need specific identification showing who donated the item(s) (e.g., volunteers, building use, etc.).

Dollar amount: Enter the amount of matching funds paid/provided during the time period. Dollars reported must agree with amount on the final billing.

Time frame: Enter the period of time the services were provided.

Contract title / DSHS contract number: Enter the title of the contract and the DSHS contract number for which match funds were provided.

Name of entity: Enter the name of the entity that is providing the required match.

Authorized representative's signature: The signature of the entity authorized representative.

Date: Enter the date the form was completed.

Title or position: Enter the Title or position of entity authorized representative

Telephone number: Enter the Area code and telephone number of authorized representative.

Welcome to the Bidder Conference

ESA/DCS Request for Proposals #2513-876
Access and Visitation Services

August 5, 2025
1:00 to 3:00 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(s), who will collaborate with DSHS, ESA/DCS to provide the Access and Visitation services requested in the RFP.

Opening Remarks

- The Access and Visitation program is administered by the Office of Child Support Services.
- The program provides \$10 million in funding annually to states and territories.
- Recognizes how important it is for children to spend time with their parents when they can do so safely.

Background

- The Division of Child Support (DCS) is responsible for the establishment, modification, and enforcement of child support and medical orders.
- Primary focus for the Access and Visitation program is to increase non-custodial parent access to and visitation with their children.

Project Scope

- Allowable services are outlined in 42 USC 669b:
 - Mediation
 - Development of Parenting Plans
 - Development of Guidelines for Visitation and Alternative Custody Arrangements
 - Visitation Enforcement
 - Education
 - Counseling
- Services can be provided by courts, state/local public agencies, and non-profit entities.
- Successful bidder must provide 10% local match from either a cash or in-kind contribution.

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. Bidder Information (Administrative Response)
2. Bidder EO 18-03 Certification
3. Bidder Certification – Washington Small Business
4. Bidder Certification – Veteran Owned Business
5. Bidder Qualifications and Experience (Management Response)
6. Bidders Solution to RFP (Technical Response)
7. Bidders Proposed Pricing (Cost Response)

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	August 12, 2025
DSHS intends to post responses to written questions	August 19, 2025
Bidders must submit Proposals by 5:00 p.m. Pacific Time	September 5, 2025
Announcement of Apparent Successful Bidder on WEBS	ASAP
Contract Execution/Start Date	October 1, 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**

DSHS appreciates your time and
interest in this solicitation!