

### STATE OF WASHINGTON

## DEPARTMENT OF SOCIAL AND HEALTH SERVICES

**ECONOMIC SERVICES ADMINISTRATION**

**DIVISION OF CHILD SUPPORT**

**P.O. Box 9162, Olympia, WA 98507-9162**

DATE: March 13, 2018

TO: All Bidders – RFP 1745-662 – Alternate Payment Options for the DSHS/Division of Child Support

FROM: Ann Polanco, Solicitation Coordinator

Washington State Department of Social and Health Services

Economic Services / Division of Child Support

SUBJECT: Amendment N° 2 to DSHS/ESA RFP N°1745-662

Bidders Questions and DSHS Answers

DSHS is hereby amending the original Request for Procurement (RFP) N°1745-662 by providing answers to questions received from potential bidders within the allotted time.

See document that follows:

**QUESTIONS AND ANSWERS RFP Nº 1745-662-02**

**Alternate Payment Options for the Division of Child Support**

1. What is the amount of payments that are currently processed (in Snohomish County) through the existing pay by phone and web-based services linked from the DCS webpage locally and statewide?

Answer – The combined monthly statewide average for debit/credit card payments received through vendors linked to the DCS webpage during 2017 was 1,005 payments for a combined monthly statewide average of $315,878.43. The Division of Child Support (DCS) does not keep statistics at a local county level.

1. What are the potential amount of payments that could be processed at a "brick and mortar" facility hosting a credit card processing service (in Snohomish County)?

Answer – DCS does not have this data and does not guarantee the number of payments that could be processed using this type of service. The Division of Child Support (DCS) does not keep statistics at a local county level.

1. Do you have any data (for Snohomish County) in regards to whether patrons would use the credit card payment option if able to pay in person vs. by phone or internet?

Answer – DCS does not have this data. The Division of Child Support (DCS) does not keep statistics at a local county level.

1. What is the current software used by DCS to accept, document and report cash, check, money order payments?

Answer – Financial Management Imaging System (DISC Image) from IKON

1. Is there a credit card processing company that DCS would prefer to work with that would facilitate credit card payments and posting to accounts?

Answer – DCS does not have a preference.