

WSHFC RFP No. 202591HO March 2025 – Questions and Answers

Question 1:	Are the required three (3) client references must be from housing development agencies or if references from software service providers that have implemented similar solutions would also be acceptable?
Response 1:	Please refer to the Request for Proposal and make the appropriate determination.
Question 2:	Would the Commission be open to modifying the current requirement that a bidder “must” have a minimum of five current or recent state Housing Finance Agency clients to either this being preferred or even equivalent use cases?
Response 2:	No.
Question 3:	Is there legacy data that will need to be transferred to the new system? If so, approximately how many records and documents exist? What is the approximate size of the legacy database?
Response 3:	Yes, we have data from our current system and previous system that will need to be mapped. Current records as of 3/25/2025 (growing every day) estimated at 105,942. Legacy records estimated at 94,693. Depends on data to be migrated; estimated minimum of 3-4 TB.
Question 4:	Is project contingent on legislative funding or authority?
Response 4:	No.
Question 5:	Are you open to proposers submitting alternative requirements for consideration? If an applicant meets all the requirements, but they think there are other things that could be adopted. Can that be included in the proposal or should that be left for negotiations?
Response 5:	Please refer to the Request for Proposal and make the appropriate determination.
Question 6:	Do you have a preference for having a systems integrator? Or are you open to the software company doing the integration?
Response 6:	No preference.
Question 7:	Does the Commission have an in-house project manager? Or will the vendor be supplying all of the project management?
Response 7:	Vendor led.
Question 8:	Is there going to be a collaborative PMO or will this be a vendor led PMO with agency oversight and leadership?
Response 8:	Vendor led with agency oversight and leadership.
Question 9:	Are you planning on doing any sort of demos of the products prior to decision making?
Response 9:	Maybe.

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Question 10:	Are the required three (3) client references must be from housing development agencies or if references from software service providers that have implemented similar solutions would also be acceptable?
Response 10:	References are NOT required to be from Housing Finance Agencies.
Question 11:	Does the Commission have a preferred technology stack (e.g., .NET, Java, AWS, Azure)?
Response 11:	No preference.
Question 12:	Will integration with external systems (e.g., state databases or servicing systems) be required in the initial phase?
Response 12:	Yes. Master Servicer, Hedger, data warehouse, Salesforce and other related entities.
Question 13:	Can the Commission elaborate on the expectations for the "Dynamic Lock Desk" and how it integrates with funding sources?
Response 13:	Our 3 rd party hedger provides us with rates sheets daily or as the market fluctuates. Attached to each rate are pricing details including Profit and Loss, Coupon, Servicing fee, Guarantee fee. We need the ability to store this information in the system and have it available on a loan-by-loan basis. The Programs or "funding sources" will need to have hours/days/holidays to be set by WSHFC. We also need to be able to turn off and on the "funding sources", midday, if there is a shift in the market to allow for pricing changes.
Question 14:	Is there a preference for hosting within a specific cloud provider (e.g., Azure GovCloud)?
Response 14:	No preference.
Question 15:	Will the Commission provide sample Fannie Mae 3.4 files for testing?
Response 15:	No. The Fannie 3.4 file is standardized file format.
Question 16:	Are there specific encryption standards (e.g., FIPS 140-2) that the solution must meet?
Response 16:	Greater than 256-bit encryption.
Question 17:	Will the Commission require any FedRAMP or StateRAMP certifications?
Response 17:	Required to be FedRAMP.
Question 18:	Should the platform meet any additional compliance standards beyond SOC 2 (e.g., NIST 800-53, HIPAA)?
Response 18:	No.
Question 19:	Can you clarify the expected volume and format of historical loan data to be migrated?
Response 19:	3-4 TB (approximately). Over 200k rows of data in multiple Excel files. Will also include PDFs.

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Question 20:	Will the Commission provide access to historical systems or only export files for migration?
Response 20:	Only export. We do not have access to the legacy system.
Question 21:	What is the expected SLA for post-implementation support?
Response 21:	Clearly defined escalation procedure and process.
Question 22:	Are there any specific tools the Commission uses or prefers for ticketing, monitoring, and reporting?
Response 22:	No preference.
Question 23:	Can the Commission confirm if there is a preferred pricing model (e.g., subscription, perpetual license)?
Response 23:	No preference.
Question 24:	Should vendors include optional pricing for the future expansion into loan servicing capabilities?
Response 24:	Please refer to the Request for Proposal and make the appropriate determination.
Question 25:	Can you confirm if resumes and system architecture diagrams count toward the 25-page limit?
Response 25:	Please refer to the Request for Proposal and make the appropriate determination.
Question 26:	Should the Disaster Recovery Plan be summarized or fully detailed?
Response 26:	Either is acceptable.
Question 27:	Does the Commission permit the use of offshore resources for any portion of the development, testing, or support phases? If so, are there restrictions on roles or data access?
Response 27:	Offshore resources are allowed. Data to remain onshore at all times.
Question 28:	If offshore delivery is allowed, are there specific data residency or access control requirements we need to follow?
Response 28:	Data to remain onshore at all times.
Question 29:	Will any staff involved in the project be required to be U.S. citizens or Washington State residents?
Response 29:	Not that we are aware of.
Question 30:	There a budget range or ceiling the Commission has allocated for this project that vendors should be aware of when preparing cost proposals?
Response 30:	As set forth in WEBS, the current ceiling is \$500,000.00 over the contract term.

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Question 31:	Should the cost proposal include multi-year support/maintenance pricing (e.g., annual cost breakdown for 5 years)?
Response 31:	Please refer to the Request for Proposal and make the appropriate determination.
Question 32:	Are travel and lodging costs reimbursable, or should those be included in the total fixed cost?
Response 32:	Please refer to the Request for Proposal and make the appropriate determination.
Question 33:	Could you please clarify what you mean by "System flags based on business rules to identify urgent or special loan scenarios"? Can you share examples?
Response 33:	If a specific program had a minimum credit score of 620, the system must "flag" or not allow completion of the lock when the 3.4 file contains borrower data below the program minimum credit score of 620.
Question 34:	Regarding "Application Programming Interface allowing for communication and data sharing with other Commission applications," can you clarify how many systems you expect to integrate with initially?
Response 34:	Master Servicer, Hedger, data warehouse, Salesforce and other related entities.
Question 35:	Should we assume that user training and documentation is expected to be included in the base proposal, or should it be scoped separately?
Response 35:	Expected to be included in the base proposal.
Question 36:	Are the reference letters required to be on official letterhead or just contact information and a description of services performed?
Response 36:	Please refer to the Request for Proposal and make the appropriate determination.
Question 37:	Is the Commission expecting a full organizational chart of the delivery/project team only, or the vendor's full company structure?
Response 37:	Please refer to the Request for Proposal and make the appropriate determination.
Question 38:	Is the Commission requesting resumes for all team members, or only for leads and key technical personnel?
Response 38:	Please refer to the Request for Proposal and make the appropriate determination.
End of Questions and Answers.	