

Washington State Housing Finance Commission
Request for Qualifications
RFQ No. WSHFC 20251013HO
Questions and Answers
November 7, 2025

Question 1:

- What is the preferred font size for responses?

Response to Question 1:

The preferred font size is one that is legible and comfortable to read for the intended audience and medium, balancing readability with aesthetics and accessibility. 10 to 12 point type is a common range for body text, with 12 point being ideal for readability.

Question 2:

- Regarding the “warm hand off” requirement in Section 1.2 at 1(a): As a legal services organization that also provides housing counseling services, our agency is limited to providing services to eligible legal services clients, which requires our own internal screening process that is independent of the WHRC screening process. Therefore, our agency may not be able to provide services to every caller under a “warm hand-off,” if that caller is not otherwise eligible for our agency’s services. Given these limitations, is it sufficient under the scope of work for such a legal services agency to treat “warm hand-offs” as an initial screening request, after which that caller will be screened by our agency for eligibility for additional services?

Response to Question 2:

Please refer to the Request for Qualifications for information regarding the benchmark requirements. If you feel your agency has limitations in meeting any of those requirements, please explain that in your response and it will be considered during the review process.

Question 3:

- Regarding the provision of housing counseling services at Section 1.2 at 1(b): As a legal services organization that also provides housing counseling services, our agency is limited to providing services to eligible legal services clients, which requires an internal screening process that is independent of the WHRC screening process. After the eligibility screening call, clients receiving housing counseling services receive a second call back from a

foreclosure paralegal within two days. Given these limitations, is it sufficient under the scope of work to initiate eligibility screening within two days of receipt of a referral for assistance?

Response to Question 3:

Please refer to the Request for Qualifications for information regarding the benchmark requirements. If you feel your agency has procedures or requirements that should be considered, please include them in your response and it will be considered during the review process.

Question 4:

As a legal services organization that also provides housing counseling services, our agency is limited to providing services to eligible legal services clients, which requires an internal screening process that is independent of the WHRC screening process. That process involves two separate calls with each client: an eligibility screening call, and a second call back from a foreclosure paralegal, who provides legal information, advice, referrals and connects callers with other staff providing housing counseling services. Can the solicitation document be amended to account for these existing processes, which are required for legal services agencies?

Response to Question 4:

At this time the Request for Qualifications will not be amended. If you feel your agency has procedures or requirements that should be considered, please include them in your response and it will be considered during the review process.

END OF DOCUMENT