

WASHINGTON STATE HOUSING FINANCE COMMISSION

REQUEST FOR PROPOSALS (RFP)

RFP NO. WSHFC 20250501FIN

NOTE: *If you download this RFP from the Washington State Housing Finance Commission website, you are responsible for sending your name, address, e-mail address, and telephone number to the RFP Coordinator for your organization to receive any RFP amendments or bidder questions or the Commission's answers.*

PROJECT TITLE: *Program Related Investments (PRI) Servicing Software*

PROPOSAL DUE: Friday, August 8, 2025, at 5:00 pm, Prevailing Pacific Time, Seattle, WA

ESTIMATED TIME PERIOD FOR CONTRACT: October 1, 2025 – September 30, 2027 (with 3 – 1-year options to extend) for a maximum term of 5 years.

ENTITY ELIGIBILITY: This procurement is open to those entities that satisfy the minimum qualifications stated herein and that are available for work in Washington State.

CONTENTS OF THE REQUEST FOR PROPOSALS:

1. Introduction
2. General Information for Contractors
3. Proposal Contents
4. Evaluation and Contract Award
5. RFP Exhibits
 - A. Scope of Work
 - B. Certifications and Assurances
 - C. Diverse Business Inclusion Plan
 - D. Workers' Rights Certification
 - E. Service Contract with General Terms and Conditions

Table of Contents	Page
1. Introduction	1
1.1 Purpose and Background	1
1.2 Objectives and Scope of Work	1
1.3 Minimum Qualifications	1
1.4 Period of Performance	1
1.5 Contracting with Current or Former State Employees	1
1.6 Definitions	1
1.7 ADA	2
2. General Information for Contractors	2
2.1 RFP Coordinator	2
2.2 Pre-Bid Conference	2
2.3 Estimated Schedule of Procurement Activities	3
2.4 Submission of Proposals	3
2.5 Proprietary Information and Public Disclosure	4
2.6 Revisions to the RFP	4
2.7 Diverse Business Inclusion Plan	5
2.8 Acceptance Period	5
2.9 Complaint Process	5
2.10 Responsiveness	5
2.11 Most Favorable Terms	5
2.12 Contract General Terms & Conditions	6
2.13 Costs to Propose	6
2.14 No Obligation to Contract	6
2.15 Rejection of Proposals	6
2.16 Commitment of Funds	6
2.17 Electronic Payment	6
2.18 Insurance Coverage	6
3. Proposal Contents	6
3.1 Letter of Submittal (Mandatory)	7
3.2 Proposal	7
3.3 References	7
3.4 OMWBE Certification	8
3.5 Cost Proposal	8
4. Evaluation and Contract Award	8
4.1 Evaluation Procedure	8
4.2 Evaluation Criteria	8
4.3 Notification to Proposers	9
4.4 Debriefing of Unsuccessful Proposers	9
4.5 Protest Procedure	9
5. RFP Exhibits	10
Exhibit A – Scope of Work	
Exhibit B – Certifications and Assurances	
Exhibit C – Diverse Business Inclusion Plan	
Exhibit D – Workers’ Rights Certification	
Exhibit E – Service Contract Format with Special and General Terms and Conditions	

1. INTRODUCTION

1.1. PURPOSE AND BACKGROUND

The Washington State Housing Finance Commission (the Commission) seeks to procure a comprehensive loan servicing software solution to efficiently manage its Program Related Investments (PRI) loan portfolio.

The selected vendor shall provide, implement, and support a loan servicing software solution that enables the Commission to efficiently originate, process, service, and monitor loans in the PRI program. The system must be compliant with all applicable federal regulations and security requirements.

The system will initially manage approximately 125 Multifamily and other non-Single-Family loans averaging approximately \$1.5 million each. Vendors should note that future expansion may include Single-Family Down Payment Assistance loan servicing (25,000+ loans, \$420+ million) and should design systems with appropriate scalability and data import capabilities.

We are seeking proposals that highlight creativity, expertise, dedication, and teamwork.

1.2. OBJECTIVES AND SCOPE OF WORK

Exhibit A details the Scope of Work for this Request.

1.3. MINIMUM QUALIFICATIONS

Exhibit A (Scope of Work) details the qualifications required of firms who wish to respond to this Request.

1.4. PERIOD OF PERFORMANCE

The period of performance of any contract resulting from this RFP is scheduled to begin October 1, 2025, and to end on September 30, 2027. Amendments extending the period of performance, if any, shall be at the sole discretion of the Commission.

The Commission reserves the right to extend the contract for three one-year periods.

1.5. CONTRACTING WITH CURRENT OR FORMER STATE EMPLOYEES

Specific restrictions apply to contracting with current or former state or state agency employees, including the Commission employees, pursuant to chapter 42.52 of the Revised Code of Washington. Proposers should familiarize themselves with the requirements before submitting a proposal that includes current or former state or state agency employees to ensure it complies with them.

1.6. DEFINITIONS

Definitions for the purposes of this RFP include:

Apparent Successful Contractor: The contractor selected as the entity to perform the anticipated services, subject to completion of contract negotiations and execution of a written contract.

Contractor: Individual or company whose proposal has been accepted by the Commission and is awarded a fully executed, written contract.

The Commission: The Washington State Housing Finance Commission is the entity that is issuing this RFP.

Proposal: A formal offer submitted in response to this solicitation.

Proposer: Individual or company submitting a proposal to attain a contract with the Commission.

Request for Proposals (RFP): Formal procurement document in which a service or need is identified but no specific method to achieve it has been chosen. The purpose of an RFP is to permit the community to suggest various approaches to meet the need at a given price.

1.7. ADA

The Commission complies with the Americans with Disabilities Act (ADA). Contractors may contact the RFP Coordinator to receive this Request for Proposals in Braille or on tape.

2. GENERAL INFORMATION FOR CONTRACTORS

2.1. RFP COORDINATOR

The RFP Coordinator is the sole point of contact in the Commission for this procurement. All communication between the Contractor and the Commission upon release of this RFP shall be with the RFP Coordinator, as follows:

Name	Carol Johnson
E-Mail Address	Carol.Johnson@wshfc.org
Phone Number	206-287-4403

Any other communication will be considered unofficial and non-binding on the Commission. Contractors are to rely on written statements issued by the RFP Coordinator. *Communication directed to parties other than the RFP Coordinator may result in disqualification of the Contractor.*

2.2. PRE-BID CONFERENCE

The optional Pre-Bid Conference is being offered consistent with the Washington State Department of Enterprise Services Supplier Diversity Policy No. POL-DES-090-06. The purpose of the optional Pre-Bid Conference is to address questions, clear up ambiguities, respond to issues or concerns, and establish a common basis for understanding the solicitation requirements. Attendance is optional.

Answers to the questions raised during the pre-bid conference and any amendments made to the solicitation document will be posted to Washington's Enterprise Business Solution (WEBS). Bidders should only rely on written amendments issued via WEBS.

The optional Pre-Bid Conference will take place on Monday, July 21, 2025, at 10:00 am, Prevailing Pacific Time and last for a maximum of one hour or such shorter time if the entire hour is not needed. Interested parties may join the optional Pre-Bid Conference via this Zoom link:

Join Zoom Meeting

<https://us02web.zoom.us/j/86184710676?pwd=BMp3WxjhVpaZEOL74l7YzbnGha1dc7.1>

Meeting ID: 861 8471 0676

Passcode: 951254

One tap mobile

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- +1 646 931 3860 US
- +1 689 278 1000 US
- +1 301 715 8592 US (Washington DC)
- +1 305 224 1968 US
- 877 853 5247 US Toll-free
- 888 788 0099 US Toll-free

Meeting ID: 861 8471 0676
Passcode: 009047

Find your local number: <https://us02web.zoom.us/j/ki91f0Hss>

2.3 ESTIMATED SCHEDULE OF PROCUREMENT ACTIVITIES

Issue Request for Proposals	Tues, 7/8/25
Deadline to Submit Questions for Q&A (No questions will be answered prior to the Pre-Bid Conference)	Weds., 7/16/25, 5 PM PT
Pre-Bid Conference	Mon, 7/21/25, 10 AM PT
Answers to Q & A posted on website	Weds, 7/23/25
Proposals due	Fri, 8/8/25, 5:00 PM PT
Evaluate proposals	Week of 8/11/25
Notification of firms selected as finalists	Fri, 8/15/25
Conduct System Demos/Interviews	Week of 8/25/25
Announce "Apparent Successful Contractor(s)" and send notification via e-mail to unsuccessful proposers	TBD September 2025
Deadline to request debriefing conferences (if requested)	3rd business day following transmittal of the Unsuccessful Contractor Notification
Debriefing conference, if requested	Within 3 business days of request
Negotiate contract	TBD September 2025
Begin contract work	10/1/25

The Commission reserves the right to revise the above schedule.

2.4. SUBMISSION OF PROPOSALS

ELECTRONIC PROPOSALS:

The proposal must be received by the RFP Coordinator no later than 5:00 pm, Prevailing Pacific Time, in Seattle, Washington, on **Friday, August 8, 2025**.

Proposals must be submitted electronically as an attachment to an e-mail to the RFP Coordinator, at the e-mail address listed in Section 2.1. Attachments to e-mail shall be in Microsoft Word or PDF

format. Zipped files cannot be received by the Commission and cannot be used for submission of proposals. The cover submittal letter and the Certifications and Assurances form must have a scanned signature of the individual within the organization authorized to bind the Contractor to the offer. The Commission does not assume responsibility for problems with Contractor's e-mail. If the Commission email is not working, appropriate allowances will be made.

PROPOSALS MAY NOT EXCEED 12 (twelve) PAGES IN LENGTH. This 12-page limit includes cover letters, and ALL exhibits and/or attachments except for the following required exhibits: Certifications and Assurances (Exhibit B to this RFP), Diverse Business Inclusion Plan (Exhibit C to this RFP) the Workers' Rights Certification (Exhibit D to this RFP), SOC2 Certification, and recent PEN Test. SOC2 Certification and recent PEN Test are required per the attached Scope of Work (Exhibit A). Submissions that exceed these limitations may not be considered.

Proposals may not be transmitted using facsimile transmission.

Contractors should allow sufficient time to ensure timely receipt of the proposal by the RFP Coordinator. **Late proposals will not be accepted and could be automatically disqualified from further consideration**, unless the Commission e-mail is found to be at fault at the Commission's sole determination. Requests for deadline extensions will not be granted.

2.5. PROPRIETARY INFORMATION AND PUBLIC DISCLOSURE

Proposals submitted in response to this competitive procurement shall become the property of the Commission and will not be returned. All proposals received shall remain confidential until the Apparent Successful Contractor is announced; thereafter, the proposals shall be deemed public records as defined in Chapter 42.56 of the Revised Code of Washington (RCW).

Any information in the proposal that the Contractor desires to claim as proprietary and exempt from disclosure under the provisions of Chapter 42.56 RCW, or other state or federal law that provides for the nondisclosure of your document, must be clearly designated. The information must be clearly identified and the particular exemption from disclosure upon which the Contractor is making the claim must be cited. Each page containing the information claimed to be exempt from disclosure must be clearly identified by the words "Proprietary Information" printed on the lower right-hand corner of the page. Marking the entire proposal exempt from disclosure or as Proprietary Information will not be honored.

If a public records request is made for the information that the Contractor has marked as "Proprietary Information," the Commission will notify the Contractor of the request and of the date that the records will be released to the requester unless the Contractor, at Contractor's sole expense, obtains a court order enjoining that disclosure. If the Contractor fails to obtain the court order enjoining disclosure, the Commission will release the requested information on the date specified. If a Contractor obtains a court order from a court of competent jurisdiction enjoining disclosure pursuant to Chapter 42.56 RCW, or other state or federal law that provides for nondisclosure, the Commission shall maintain the confidentiality of the Contractor's information per the court order.

2.6. REVISIONS TO THE RFP

In the event it becomes necessary to revise any part of this RFP, addenda will be provided via e-mail to all individuals who have made the RFP Coordinator aware of their interest. Addenda will also be published on Washington's Electronic Bid System (WEBS). The website can be located at <https://fortress.wa.gov/ga/webs/>. For this purpose, the published questions and answers and any other pertinent information shall be provided as an addendum to the RFP and will be placed on the website. Such addenda will also be published on the Commission's website, located at www.wshfc.org

If you downloaded this RFP from the Commission's website located at www.wshfc.org, you are responsible for sending your name, e-mail address, and telephone number to the RFP Coordinator in order for your organization to receive any RFP addenda.

The Commission also reserves the right to cancel or to reissue the RFP in whole or in part, prior to execution of a contract.

2.7. DIVERSE BUSINESS INCLUSION PLAN

The Commission is committed to increasing opportunities for small and diverse businesses that contract with the Commission. This contract may provide opportunities for businesses working with small and diverse businesses through an Inclusion Plan. Accordingly, Responders must submit an Inclusion Plan as part of their proposal in the form at Exhibit C.

Inclusion goals are aspirational. No preference is given for inclusion plans or goals in the evaluation of proposals. While no minimum level of OMWBE certified, Veteran Owned, or Washington Small Business participation will be required as a condition for receiving an award, the plan must include the actions the Contractor will take to increase subcontracting opportunities for those business types. The Commission currently considers Responders non-responsive if they fail to submit an inclusion plan.

2.8. ACCEPTANCE PERIOD

Proposals must provide 60 days for acceptance by the Commission from the due date for receipt of proposals.

2.9. COMPLAINT PROCESS

Vendors may submit a complaint to the Commission based on any of following:

- a) The solicitation unnecessarily restricts competition;
- b) The solicitation evaluation process is unfair; or
- c) The solicitation requirements are inadequate or insufficient to prepare a response.

A complaint may be submitted to the Commission at any time prior to 5 days before the bid response deadline. The complaint must meet the following requirements:

- a) The complaint must be in writing;
- b) The complaint must be sent to the RFP coordinator in a timely manner;
- c) The complaint should clearly articulate the basis for the complaint; and
- d) The complaint should include a proposed remedy.

The RFP coordinator will respond to the complaint in writing. The response to the complaint and any changes to the solicitation will be posted on WEBS. The Executive Director of the Commission will be notified of all complaints and will be provided with a copy of the Commission's response. The complaint may not be raised again during the protest period. The Commission's action or inaction in response to the complaint will be final. There will be no appeal process.

2.10. RESPONSIVENESS

All proposals will be reviewed by the RFP Coordinator to determine compliance with administrative requirements and instructions specified in this RFP. The Contractor is specifically notified that failure to comply with any part of the RFP may result in rejection of the proposal as non-responsive.

The Commission also reserves the right at its sole discretion to waive minor administrative irregularities.

2.11. MOST FAVORABLE TERMS

The Commission reserves the right to make an award without further discussion of the proposal submitted. Therefore, the proposal should be submitted initially on the most favorable terms which the Contractor can propose. There will be no best and final offer procedure. The Commission reserves the right to contact a Contractor for clarification of its proposal.

2.12. CONTRACT GENERAL TERMS & CONDITIONS

The Apparent Successful Contractor will be expected to enter into a contract which is substantially the same as the sample contract and its general terms and conditions attached as Exhibit E. In no event is a Contractor to submit its own standard contract terms and conditions in response to this solicitation. The Contractor may submit exceptions as allowed in the Certifications and Assurances form, Exhibit B to this solicitation. All exceptions to the contract terms and conditions must be submitted as an attachment to Exhibit B, Certifications and Assurances form. The Commission will review requested exceptions and accept or reject the same at its sole discretion.

This RFP and the Apparent Successful Contractor's proposal will be incorporated into the contract resulting from this RFP.

2.13. COSTS TO PROPOSE

The Commission will not be liable for any costs incurred by the Contractor in preparation of a proposal submitted in response to this RFP, travel to or conduct of a presentation, or any other activities related to responding to this RFP

2.14. NO OBLIGATION TO CONTRACT

This RFP does not obligate the Commission to contract for services specified herein.

2.15. REJECTION OF PROPOSALS

The Commission reserves the right at its sole discretion to reject any and all proposals received without penalty and not to issue a contract as a result of this RFP.

2.16. COMMITMENT OF FUNDS

The Executive Director of the Commission or his delegee is the only individual who may legally commit the Commission to the expenditures of funds for a contract resulting from this RFP. No cost chargeable to the proposed contract may be incurred before receipt of a fully executed contract.

2.17. ELECTRONIC PAYMENT

The Commission prefers to utilize electronic payments in its transactions. The successful contractor will be provided a form to complete with the contract to authorize such payment method.

2.18. INSURANCE COVERAGE

The Contractor shall, at its own expense, obtain and keep in force insurance coverage which shall be maintained in full force and effect during the term of the contract. Standard insurance requirements are included in Section 5 of the special terms and conditions within the sample contract attached as Exhibit E.

Within ten business days of notification of an award, the Apparent Successful Contractor will be required to furnish the Commission with a certificate(s) of insurance executed by a duly authorized representative of each insurer, showing compliance with the insurance requirements set forth within the contract.

3. PROPOSAL CONTENTS

Proposals must be written in English and submitted electronically to the RFP Coordinator in the order noted below:

1. Letter of Submittal, including signed Certifications and Assurances (Exhibit B to this RFP)

2. Proposal
3. Cost Proposal
4. Diverse Business Inclusion Plan (Exhibit C to this RFP)
5. Workers' Rights Certification (Exhibit D to this RFP)

Items marked "mandatory" must be included as part of the proposal for the proposal to be considered responsive.

3.1. LETTER OF SUBMITTAL (MANDATORY)

The Letter of Submittal and the attached Certifications and Assurances form (Exhibit B to this RFP) must be signed and dated by a person authorized to legally bind the Contractor to a contractual relationship, e.g., the President or Executive Director if a corporation, the managing partner if a partnership, or the proprietor if a sole proprietorship. Along with introductory remarks, the Letter of Submittal is to include by attachment the following information about the Contractor and any proposed subcontractors:

- A.** Name, address, principal place of business, telephone number, and e-mail address of legal entity or individual with whom contract would be written.
- B.** Name, address, and telephone number of each principal officer (President, Vice President, Treasurer, Chairperson of the Board of Directors, etc.)
- C.** Legal status of the Contractor (sole proprietorship, partnership, corporation, etc.) and the year the entity was organized to do business as the entity now substantially exists.
- D.** Federal Employer Tax Identification number or Social Security number and the Washington Uniform Business Identification (UBI) number issued by the state of Washington Department of Revenue. If the Contractor does not have a UBI number, the Contractor must state that it will become licensed in Washington within thirty (30) calendar days of being selected as the Apparently Successful Contractor.

3.2. PROPOSAL (MANDATORY)

The Proposal must contain a comprehensive description of services including the following elements:

- Detailed methodology and approach to addressing the RFP objectives.
- Project timeline with clear milestones and deliverables.
- Proposed staffing and team qualifications and relevant experience in affordable housing development and project management.
- Cost estimates and budget allocation for proposed strategies. Please provide a separate fee estimate for assistance with the pilot program.
- Examples of similar successful projects and partnerships that demonstrate capability and expertise.

3.3. REFERENCES (MANDATORY)

List names, addresses, telephone numbers, and e-mail addresses of three (3) business references for the Contractor, preferably for contracts the Contractor has performed in the last five years, if any, and three (3) business references for the lead staff person for whom work has been accomplished and briefly describe the type of service provided. Do not include current Commission staff as references.

By submitting a proposal in response to this Work Request, the vendor and team members grant permission to the Commission to contact these references and others, who from the Commission's perspective, may have pertinent information. The Commission may or may not, at the Commission's discretion, contact references. The Commission may evaluate references at the Commission's discretion.

3.4. OMWBE CERTIFICATION (OPTIONAL)

Include proof of certification issued by the Washington State Office of Minority and Women's Business Enterprises (OMWBE) if certified minority-, women-, veteran-owned, or small business firm(s) will be participating on this project. For more information please visit: <http://www.omwbe.wa.gov>.

3.6. COST PROPOSAL

The evaluation process is designed to award this procurement not necessarily to the Contractor of least cost, but rather to the Contractor whose proposal best meets the requirements of this RFP. However, Contractors are encouraged to submit proposals which are consistent with state government efforts to conserve state resources.

A. Identification of Costs. Identify all costs to be charged for performing the services necessary to accomplish the objectives of the contract. Breakout costs separately for each scope being proposed. The Contractor is to submit a fully detailed budget including staff costs and any expenses necessary to accomplish the tasks and to produce the deliverables under the contract. Contractors are required to collect and pay Washington state sales and use taxes, as applicable.

Costs for subcontractors are to be broken out separately. Please note if any subcontractors are certified by the Office of Minority and Women's Business Enterprises.

4. EVALUATION AND CONTRACT AWARD

4.1. EVALUATION PROCEDURE

Responsive proposals will be evaluated strictly in accordance with the requirements stated in this solicitation and any addenda issued. The evaluation of proposals shall be accomplished by an evaluation team(s), to be designated by the Commission, which will determine the ranking of the proposals.

The Commission, at its sole discretion, may elect to invite the top-responding firms as finalists for an oral presentation.

The Commission, at its sole discretion, may award the contracts without an oral presentation.

The RFP Coordinator may contact the Contractor for clarification of any portion of the Contractor's proposal.

4.2. EVALUATION CRITERIA

Proposals will be evaluated based on the following criteria:

- Alignment with RFP objectives and responsiveness to scope of work.
- Quality and feasibility of proposed strategies and methodologies.
- Demonstrated experience and qualifications of the proposing firm and team members.
- Cost-effectiveness and financial sustainability of proposed solutions.
- Innovation and potential for scalability

In addition to the items above, the Commission may give weight to proposals from firms which certify that they **do not** require their employees to sign an individual arbitration clause as a condition of employment (see Exhibit D).

The Commission reserves the right to award the contract to the Contractor whose proposal is deemed to be in the best interest of the Commission and the state of Washington.

4.3. NOTIFICATION TO PROPOSERS

The Commission will notify the Apparently Successful Bidder of their selection in writing upon completion of the evaluation process. Individuals or firms whose proposals were not selected for further negotiation or award will be notified separately by e-mail.

4.4. DEBRIEFING OF UNSUCCESSFUL PROPOSERS

Any Contractor who has submitted a proposal and been notified that they were not selected for the contract award may request a debriefing. Debriefing requests must be received by the RFP Coordinator no later than 5:00 PM, local time, in Seattle, Washington, on the third business day following the transmittal of the Unsuccessful Contractor Notification. The debriefing may be scheduled within three (3) business days of the request.

Discussion at the debriefing conference will be limited to the following:

- Evaluation of the firm's proposal;
- Critique of the proposal based on the evaluation;

Comparisons between proposals or evaluations of the other proposals will not be allowed. Debriefing conferences may be conducted at the Commission's discretion in person, virtually or on the telephone, and will be scheduled for a maximum of one hour.

4.5. PROTEST PROCEDURE

Protests may be made only by Contractors who submitted a response to this solicitation document and who have participated in a debriefing conference. Upon completing the debriefing conference, the Contractor is allowed five (5) business days to file a protest of the acquisition with the RFP Coordinator. Protests must be received by the RFP Coordinator no later than 5:00 PM, local time, in Seattle, Washington on the fifth business day following the debriefing. Protests may be submitted by e-mail but must then be followed by the document with an original signature.

Contractors protesting this procurement shall follow the procedures described below. Protests that do not follow these procedures shall not be considered. This protest procedure constitutes the sole administrative remedy available to Contractors under this procurement.

All protests must be in writing, addressed to the RFP Coordinator, and signed by the protesting party or an authorized Agent. The protest must state the RFP number, the grounds for the protest with specific facts and complete statements of the action(s) being protested. A description of the relief or corrective action being requested should also be included.

Only protests stipulating an issue of fact concerning the following subjects shall be considered:

- A matter of bias, discrimination, or conflict of interest on the part of an evaluator;
- Non-compliance with procedures described in the procurement document or the Commission policy.

Protests not based on procedural matters will not be considered. Protests will be rejected as without merit if they address issues such as: 1) an evaluator's professional judgment on the quality of a proposal, or 2) the Commission's assessment of its own and/or other agencies' needs or requirements.

Upon receipt of a protest, a protest review will be held by the Commission. The Commission's Executive Director or an employee delegated by the Director who was not involved in the procurement will consider the record and all available facts and issue a decision within seven (7) business days of receipt of the protest. If additional time is required, the protesting party will be notified of the delay.

In the event a protest may affect the interest of another Contractor that also submitted a proposal, such Contractor will be given an opportunity to submit its views and any relevant information on the protest to the RFP Coordinator.

The final determination of the protest shall:

- Find the protest lacking in merit and uphold the Commission's action; or
- Find only technical or harmless errors in the Commission's acquisition process and determine the Commission to be in substantial compliance and reject the protest; or
- Find merit in the protest and provide the Commission options which may include:
 - Correct the errors and re-evaluate all proposals, and/or
 - Reissue the solicitation document and begin a new process, or
 - Make other findings and determine other courses of action as appropriate.

If the Commission determines that the protest is without merit, the Commission will enter into a contract with the apparently successful contractor. If the protest is determined to have merit, one of the alternatives noted in the preceding paragraph will be taken.

5. RFP EXHIBITS

Exhibit A – Scope of Work

Exhibit B – Certifications and Assurances

Exhibit C – Diverse Business Inclusion Plan

Exhibit D – Workers' Rights Certification

Exhibit E – Service Contract Format with Special and General Terms and Conditions

RFP NO. WSHFC 20250501FIN
Program Related Investments (PRI) Servicing Software
Scope of Work – Exhibit A

Loan Servicing Software Solution

1. Introduction

The Washington State Housing Finance Commission (the Commission) seeks to procure a comprehensive loan servicing software solution to efficiently manage its Program Related Investments (PRI) loan portfolio. This Scope of Work (SOW) outlines the requirements, deliverables, and expectations for the selected vendor.

2. Project Overview

The selected vendor shall provide, implement, and support a loan servicing software solution that enables the Commission to efficiently originate, process, service and monitor loans in the PRI program. The system must be compliant with all applicable federal regulations and security requirements.

2.1 Current Portfolio and Future Considerations

The system will initially manage approximately 125 **Multifamily and other non-Single-Family** loans averaging **approximately** \$1.5 million each. Vendors should note that future expansion may include **Single-Family Down Payment Assistance** loan servicing (25,000+ loans, \$420+ million) and should design systems with appropriate scalability and data import capabilities.

3. Core Functionality Requirements

3.1 Loan Management and Servicing

- Process loan closings and fund disbursements
- Support document upload, storage, and management
- Manage various loan types (fixed, variable, deferred payment, compounding interest, etc.)
- Calculate and process payments, including principal, interest, fees, and penalties
- Support payment processing through multiple channels
- Maintain comprehensive transaction histories
- Implement billing cycles and generate statements
- Process deferments, forbearances, and loan modifications
- Track and manage loan collateral and project reserves

3.2 Collections and Default Management

- Identify delinquent accounts and trigger appropriate workflows

- Generate and send automated delinquency notifications
- Support various collection strategies
- Track and manage loss mitigation efforts
- Process loan charge-offs and recoveries

3.3 Reporting and Analytics

- Generate standard operational reports
- Provide customizable reporting capabilities
- Support data exports in multiple formats
- Offer dashboard views of key performance indicators
- Enable ad-hoc query capabilities

4. Technical Requirements

4.1 System Architecture

- Cloud-based
- Scalable to accommodate portfolio growth
- Secure access via role-based permissions including multi-factor authentication

4.2 Integration Capabilities

- APIs for interfacing with existing agency systems
- Integration with financial management systems
- Support for external payment processors
- Integration with document management systems

4.3 Security and Compliance

- Compliance with FISMA requirements
- FedRAMP certification (if cloud-based)
- SOC2 certification
- Adherence to NIST cybersecurity framework
- Regular security assessments and updates
- Comprehensive audit trails
- Data encryption at rest and in transit
- Recent PEN test

5. Implementation Services

5.1 Project Management

- Must have a company provided dedicated project manager
- Develop detailed implementation plan

- Establish project governance structure
- Conduct regular status meetings
- Manage project risks and issues
- Document and track deliverables

5.2 Configuration and Customization

- Configure system to meet agency requirements
- Develop custom features as necessary
- Create agency-specific workflows
- Set up user roles and access controls

5.3 Data Migration

- Develop data migration strategy
- Map legacy data to new system
- Perform data cleansing and validation
- Execute data migration with reconciliation

5.4 Testing

- Develop comprehensive test plan
- Conduct unit, integration, and system testing
- Perform user acceptance testing
- Validate security controls

5.5 Training

- Develop training materials and documentation
- Conduct administrator training
- Provide end-user training
- Offer train-the-trainer sessions

5.6 Go-Live Support

- Create deployment plan
- Provide go-live support
- Establish post-implementation support procedures

6. Ongoing Support and Maintenance

6.1 Technical Support

- Must provide a dedicated technical support team
- Provide tiered support model

- Define response times by issue severity
- Offer multiple support channels
- Maintain a user-friendly online issue tracking system

6.2 System Maintenance

- Regular software updates and patches
- Performance monitoring and optimization
- Database administration
- Disaster recovery testing

6.3 System Enhancements

- Process for requesting enhancements
- Annual upgrade schedule
- Backward compatibility assurances

7. Project Timeline

The vendor shall provide a detailed project plan that includes the following phases:

- Requirements gathering and analysis
- System configuration and customization
- Data migration
- Testing
- Training
- Go-live and stabilization

Total implementation timeline shall not exceed 6 months from contract award.

8. Deliverables

The vendor shall provide the following deliverables:

- Project management plan
- Requirements documentation
- System design documents
- Data migration plan and reports
- Test plans and results
- Training materials
- System documentation
- Go-live plan
- Post-implementation support plan

9. Performance Standards

The vendor's performance will be measured against the following standards:

- System uptime: 99.99% during business hours
- Transaction processing time
- Batch processing completion times: Within defined windows
- Issue resolution times based on severity level
- Accuracy of financial calculations: 100%

10. Vendor Qualifications

The vendor shall demonstrate:

- Experience implementing loan servicing systems for a variety of clients
- Successfully completed implementations of comparable size and scope
- Knowledgeable staff with relevant certifications
- Financial stability and capacity to support the project

11. Proposal Requirements

Vendors responding to this SOW must provide:

- Detailed approach to meeting requirements
- Implementation methodology and timeline
- Staffing plan with key personnel qualifications
- Pricing model including implementation and ongoing costs
- A minimum of three references from similar implementations
- Sample project deliverables
- Description of support model

12. Evaluation Criteria

Proposals will be evaluated based on:

- Compliance with technical requirements
- Implementation approach and timeline
- Past performance on similar projects
- Qualifications of key personnel
- Total cost of ownership
- Support model
- Demonstration of understanding agency needs

EXHIBIT B

CERTIFICATIONS AND ASSURANCES

I/we make the following certifications and assurances as a required element of the proposal to which it is attached, understanding that the truthfulness of the facts affirmed here and the continuing compliance with these requirements are conditions precedent to the award or continuation of the related contract:

1. I/we declare that all answers and statements made in the proposal are true and correct.
2. The prices and/or cost data have been determined independently, without consultation, communication, or agreement with others for the purpose of restricting competition. However, I/we may freely join with other persons or organizations for the purpose of presenting a single proposal.
3. The attached proposal is a firm offer for a period of 60 days following receipt, and it may be accepted by the Commission without further negotiation (except where obviously required by lack of certainty in key terms) at any time within the 60-day period.
4. In preparing this proposal, I/we have not been assisted by any current or former employee of the state of Washington or state agency including the Commission whose duties relate (or did relate) to this proposal or prospective contract, and who was assisting in other than his or her official, public capacity. If there are exceptions to these assurances, I/we have described them in full detail on a separate page attached to this document.
5. I/we understand that the Commission will not reimburse me/us for any costs incurred in the preparation of this proposal. All proposals become the property of the Commission, and I/we claim no proprietary right to the ideas, writings, items, or samples, unless so stated in this proposal.
6. Unless otherwise required by law, the prices and/or cost data which have been submitted have not been knowingly disclosed by the Proposer and will not be knowingly disclosed by him/her prior to opening, directly or indirectly, to any other Proposer or to any competitor.
7. I/we agree that submission of the attached proposal constitutes acceptance of the solicitation contents and the attached sample contract and general terms and conditions. If there are any exceptions to these terms, I/we have described those exceptions in detail on a page attached to this document.
8. No attempt has been made or will be made by the Proposer to induce any other person or firm to submit or not to submit a proposal for the purpose of restricting competition.
9. I/we grant the Commission the right to contact references and others who may have pertinent information regarding the ability of the Contractor and the lead staff person to perform the services contemplated by this RFP.
10. If any staff member(s) who will perform work on this contract has retired from the State of Washington under the provisions of the 2008 Early Retirement Factors legislation, his/her name(s) is noted on a separately attached page.

We (check one):

- ☐ **are** submitting proposed Contract exceptions. (See Section 2.12, Contract and General Terms and Conditions.) If Contract exceptions are being submitted, I/we have attached them to this form.
- ☐ **are not** submitting proposed Contract exceptions (*default if neither are checked*).

On behalf of the Contractor submitting this proposal, my signature below attests to the accuracy of the above statement as well as my authority to bind the submitting organization.

Signature of Proposer

Date

Printed Name

Title

EXHIBIT C

DIVERSE BUSINESS INCLUSION PLAN

1. Status of Firm or Use of Subcontractors

Do you anticipate using, or is your firm, a State Certified Minority Business?	Y/N
Do you anticipate using, or is your firm, a State Certified Women's Business?	Y/N
Do you anticipate using, or is your firm, a State Certified Veteran Business?	Y/N
Do you anticipate using, or is your firm, a Washington State Small Business?	Y/N

2. If you answered No to all of the questions above, please explain:

3. Please describe approaches your firm is taking to advance diversity, equity, and inclusion within your firm.

4. If your answer to (1) above was Yes to any of the questions, please list the approximate percentage of work to be accomplished by each group:

Minority	___%
Women	___%
Veteran	___%
Small Business	___%

5. Please identify the person in your organization who will manage your Diverse Inclusion Plan responsibility:

Name: _____
Phone: _____
E-Mail: _____

EXHIBIT D

**CONTRACTOR CERTIFICATION
EXECUTIVE ORDER 18-03 – WORKERS' RIGHTS
WASHINGTON STATE GOODS & SERVICES CONTRACTS**

Pursuant to the Washington State Governor's Executive Order 18-03 (dated June 12, 2018), the Washington State Housing Finance Commission is seeking to contract with qualified entities and business owners who certify that their employees are not, as a condition of employment, subject to mandatory individual arbitration clauses and class or collective action waivers.

Solicitation No.: _____

I hereby certify, on behalf of the firm identified below, as follows (check one):

☐ NO MANDATORY INDIVIDUAL ARBITRATION CLAUSES AND CLASS OR COLLECTIVE ACTION WAIVERS FOR EMPLOYEES. This firm does NOT require its employees, as a condition of employment, to sign or agree to mandatory individual arbitration clauses or class or collective action waivers.

OR

☐ MANDATORY INDIVIDUAL ARBITRATION CLAUSES AND CLASS OR COLLECTIVE ACTION WAIVERS FOR EMPLOYEES. This firm requires its employees, as a condition of employment, to sign or agree to mandatory individual arbitration clauses or class or collective action waivers.

OR

☐ This firm certifies it has no employees.

I hereby certify, under penalty of perjury under the laws of the State of Washington, that the certifications herein are true and correct and that I am authorized to make these certifications on behalf of the firm listed herein.

FIRM NAME: _____
Name of Contractor/Bidder – Print full legal entity name of firm

By: _____
Signature of authorized person Printed Name

Title: _____ Place: _____
Title of person signing certificate Print city and state where signed

Date: _____

Return Contractor Certification to Procurement Coordinator as part of your complete response.

EXHIBIT E

Services Contract with

<Individual or contractor organization here>

through

<Name of COMMISSION **program** issuing/administering contract here>

For

<List project title, if applicable, and/or describe the primary purpose for the funding or the intended outcome/deliverables in approx. 25 words or less>

Start date: <Month> <Day>, <Year>

Table of Contents	Page
1. Contract Management	2
2. Compensation	2
3. Billing Procedures and Payment	2
4. Subcontractor Data Collection	3
5. Insurance	3
6. Order of Precedence	4
7. Definitions	4
8. Access to Data	5
9. Advance Payment Prohibited	5
10. All Writings Contained Herein	5
11. Amendments	5
12. Americans with Disabilities Act	5
13. Assignment	5
14. Attorney Fees	5
15. Confidentiality/Safeguarding of Information	5
16. Conflict of Interest	6
17. Copyright	6
18. Disputes	7
19. Duplicate Payment	7
20. Governing Law and Venue	7
21. Indemnification	7
22. Independent Capacity of Contractor	8
23. Industrial Insurance Coverage	8
24. Laws	8
25. Licensing, Accreditation and Registration	8
26. Limitation of Authority	8
27. Noncompliance with Nondiscrimination Laws	8
28. Pay Equity	8
29. Political Activities	9
30. Publicity	9
31. Recapture	9
32. Records Maintenance	9
33. Registration with Department of Revenue	9
34. Right of Inspection	10
35. Savings	10
36. Severability	10
37. Site Security	10
38. Subcontracting	10
39. Survival	10
40. Taxes	10
41. Termination for Cause	10
42. Termination for Convenience	11
43. Termination Procedures	11
44. Treatment of Assets	12
45. Nondiscrimination	12
46. Waiver	13
Attachment A – Scope of Work	
Attachment B - Budget	

FACE SHEET

Contract Number: <Insert Number>

Washington State Housing Finance Commission <Insert Program(s) and/or Project(s)>

1. Contractor <Insert legal name> <Insert mailing address> <Insert physical address> <Insert location>		2. Contractor Doing Business As (optional) <Insert DBA name> <Insert DBA mailing address> <Insert DBA physical address> <Insert DBA location>	
3. Contractor Representative <Insert name> <Insert title> <Insert phone> <Insert FAX> <Insert e-mail>		4. COMMISSION Representative <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <Insert name> <Insert title> <Insert phone> <Insert FAX> <Insert e-mail> </div> <div style="width: 45%;"> <Insert mailing address> <Insert physical address> <Insert location> </div> </div>	
5. Contract Amount <Insert \$ amount>	6. Funding Source Federal: <input type="checkbox"/> State: <input checked="" type="checkbox"/> Other: <input type="checkbox"/> N/A: <input type="checkbox"/>	7. Start Date <Insert date>	8. End Date <Insert date>
9. Federal Funds (as applicable) <Insert \$ amount>		Federal Commission's: <Insert name>	
		<u>CFDA Number</u> <Insert number>	
10. Tax ID # <Insert number>	11. SWV # <Insert number>	12. UBI # <Insert number>	13. UEI # <Insert number>
14. Contract Purpose <Briefly describe contract purpose>			
The Washington State Housing Finance Commission, defined as the Commission, and the Contractor, as defined above, acknowledge, and accept the terms of this Contract and attachments and have executed this Contract on the date below to start as of the date and year referenced above. The rights and obligations of both parties to this Contract are governed by this Contract and the following other documents incorporated by reference: Contractor Terms and Conditions including Attachment "A" - <insert title>, Attachment "B" – <insert title>, Attachment "C" – <insert title>, <etc.>			
FOR CONTRACTOR _____ <insert name>, <insert title> _____ Date		FOR THE COMMISSION _____ <insert name>, <insert title> _____ Date	

Last revision 10/13/2020

**GENERAL TERMS AND CONDITIONS
SERVICES CONTRACT
STATE FUNDS**

1. CONTRACT MANAGEMENT

The Representative for each of the parties shall be responsible for and shall be the contact person for all communications and billings regarding the performance of this Contract.

The Representative for the Commission and their contact information are identified on the Face Sheet of this Contract.

The Representative for the Contractor and their contact information are identified on the Face Sheet of this Contract.

2. COMPENSATION

The Commission shall pay an amount not to exceed \$ for the performance of all things necessary for or incidental to the performance of work as set forth in the Scope of Work. Contractor's compensation for services rendered shall be based on the following rates or in accordance with the following terms:

EXPENSES

Contractor shall receive reimbursement for travel and other expenses as identified below or as authorized in advance by the Commission as reimbursable. The maximum amount to be paid to the Contractor for authorized expenses shall not exceed \$, which amount is included in the Contract total above.

Such expenses may include airfare (economy or coach class only), other transportation expenses, and lodging and subsistence necessary during periods of required travel. Contractor shall receive compensation for travel expenses at current state travel reimbursement rates.

3. BILLING PROCEDURES AND PAYMENT

The Commission will pay Contractor upon acceptance of services provided and receipt of properly completed invoices, which shall be submitted to the Representative for the Commission [*not more often than monthly.*]

The invoices shall describe and document, to the Commission's satisfaction, a description of the work performed, the progress of the project, and fees. The invoice shall include the Contract Number . If expenses are invoiced, provide a detailed breakdown of each type. A receipt must accompany any single expenses in the amount of \$50.00 or more in order to receive reimbursement.

Payment shall be considered timely if made by the Commission within thirty (30) calendar days after receipt of properly completed invoices. Payment shall be sent to the address designated by the Contractor.

The Commission may, in its sole discretion, terminate the Contract or withhold payments claimed by the Contractor for services rendered if the Contractor fails to satisfactorily comply with any term or condition of this Contract.

No payments in advance or in anticipation of services or supplies to be provided under this Agreement shall be made by the Commission.

Invoices and End of Fiscal Year

Invoices are due on the 20th of the month following the provision of services.

Final invoices for a state fiscal year may be due sooner than the 20th and the Commission will provide notification of the end of fiscal year due date.

The grantee must invoice for all expenses from the beginning of the contract through June 30, regardless of the contract start and end date.

Duplication of Billed Costs

**GENERAL TERMS AND CONDITIONS
SERVICES CONTRACT
STATE FUNDS**

The Contractor shall not bill the Commission for services performed under this Agreement, and the Commission shall not pay the Contractor, if the Contractor is entitled to payment or has been or will be paid by any other source, including grants, for that service.

Disallowed Costs

The Contractor is responsible for any audit exceptions or disallowed costs incurred by its own organization or that of its subcontractors.

The Commission may, in its sole discretion, withhold ten percent (10%) from each payment until acceptance by the Commission of the final report or completion of the project.

4. SUBCONTRACTOR DATA COLLECTION

Contractor will submit reports, in a form and format to be provided by the Commission and at intervals as agreed by the parties, regarding work under this Contract performed by subcontractors and the portion of Contract funds expended for work performed by subcontractors, including but not necessarily limited to minority-owned, woman-owned, and veteran-owned business subcontractors. "Subcontractors" shall mean subcontractors of any tier.

5. INSURANCE

The Contractor shall provide insurance coverage as set out in this section. The intent of the required insurance is to protect the state should there be any claims, suits, actions, costs, damages, or expenses arising from any loss, or negligent or intentional act or omission of the Contractor or Subcontractor, or agents of either, while performing under the terms of this Contract. Failure to maintain the required insurance coverage may result in termination of this Contract.

The insurance required shall be issued by an insurance company authorized to do business within the state of Washington. Except for Professional Liability or Errors and Omissions Insurance, the insurance shall name the Commission, its agents, officers, and employees as additional insureds under the insurance policy. All policies shall be primary to any other valid and collectable insurance. The Contractor shall provide the Commission thirty (30) calendar days' advance notice of any insurance cancellation, non-renewal, or modification.

The Contractor shall submit to the Commission within fifteen (15) calendar days of the Contract start date OR a written request by the Commission, a certificate of insurance which outlines the coverage, and limits defined in this insurance section. During the term of the Contract, if required or requested, the Contractor shall submit renewal certificates not less than thirty (30) calendar days prior to expiration of each policy required under this section.

The Contractor shall provide, at the Commission's request, copies of insurance instruments or certifications from the insurance issuing the Commission's. The copies or certifications shall show the insurance coverage, the designated beneficiary, who is covered, the amounts, the period of coverage, and that the Commission will be provided thirty (30) days' advance written notice of cancellation.

The Contractor shall provide insurance coverage that shall be maintained in full force and effect during the term of this Contract, as follows:

Commercial General Liability Insurance Policy. Provide a Commercial General Liability Insurance Policy, including contractual liability, written on an occurrence basis, in adequate quantity to protect against legal liability arising out of contract activity but no less than \$1,000,000 per occurrence. Additionally, the Contractor is responsible for ensuring that any Subcontractors provide adequate insurance coverage for the activities arising out of subcontracts.

Automobile Liability. In the event that performance pursuant to this Contract involves the use of vehicles, owned, or operated by the Contractor or its Subcontractor, automobile liability insurance shall be required. The minimum limit for automobile liability is \$1,000,000 per occurrence, using a Combined Single Limit for bodily injury and property damage.

**GENERAL TERMS AND CONDITIONS
SERVICES CONTRACT
STATE FUNDS**

Professional Liability, Errors and Omissions Insurance. The Contractor shall maintain Professional Liability or Errors and Omissions Insurance. The Contractor shall maintain minimum limits of no less than \$1,000,000 per occurrence to cover all activities by the Contractor and licensed staff employed or under contract to the Contractor. The state of Washington, its agents, officers, and employees need *not* be named as additional insureds under this policy.

Fidelity Insurance. Every officer, director, employee, or agent who is authorized to act on behalf of the Contractor for the purpose of receiving or depositing funds into program accounts or issuing financial documents, checks, or other instruments of payment for program costs shall be insured to provide protection against loss:

- A. The amount of fidelity coverage secured pursuant to this Contract shall be \$100,000 or the highest of planned reimbursement for the Contract period, whichever is lowest. Fidelity insurance secured pursuant to this paragraph shall name the Commission as beneficiary.
- B. Subcontractors that receive \$10,000 or more per year in funding through this Contract shall secure fidelity insurance as noted above. Fidelity insurance secured by Subcontractors pursuant to this paragraph shall name the Contractor as beneficiary.

6. ORDER OF PRECEDENCE

In the event of an inconsistency in this Contract, the inconsistency shall be resolved by giving precedence in the following order:

- Applicable federal and state of Washington statutes and regulations
- Special Terms and Conditions
- General Terms and Conditions
- Attachment A – Scope of Work
- Attachment B – Budget
- Any other attachments incorporated by reference on the Face Sheet

7. DEFINITIONS

As used throughout this Contract, the following terms shall have the meaning set forth below:

- A. "Authorized Representative" shall mean the Executive Director and/or the designee authorized in writing to act on the Director's behalf.
- B. "The Commission" shall mean the Washington State Housing Finance Commission.
- C. "Contract" or "Agreement" means the entire written agreement between the Commission and the Contractor, including any Exhibits, documents, or materials incorporated by reference. E-mail transmission of a signed copy of this contract shall be the same as delivery of an original.
- D. "Contractor" shall mean the entity identified on the face sheet performing service(s) under this Contract, and shall include all employees and agents of the Contractor.
- E. "Personal Information" shall mean information identifiable to any person, including, but not limited to, information that relates to a person's name, health, finances, education, business, use or receipt of governmental services or other activities, addresses, telephone numbers, social security numbers, driver license numbers, other identifying numbers, and any financial identifiers.
- F. "State" shall mean the state of Washington.
- G. "Subcontractor" shall mean one not in the employment of the Contractor, who is performing all or part of those services under this Contract under a separate contract with the Contractor. The terms "subcontractor" and "subcontractors" mean subcontractor(s) in any tier.

**GENERAL TERMS AND CONDITIONS
SERVICES CONTRACT
STATE FUNDS**

8. ACCESS TO DATA

In compliance with RCW 39.26.180, the Contractor shall provide access to data generated under this Contract to the Commission, the Joint Legislative Audit and Review Committee, and the Office of the State Auditor at no additional cost. This includes access to all information that supports the findings, conclusions, and recommendations of the Contractor's reports, including computer models and the methodology for those models.

9. ADVANCE PAYMENTS PROHIBITED

No payments in advance of or in anticipation of goods or services to be provided under this Contract shall be made by the Commission.

10. ALL WRITINGS CONTAINED HEREIN

This Contract contains all the terms and conditions agreed upon by the parties. No other understandings, oral or otherwise, regarding the subject matter of this Contract shall be deemed to exist or to bind any of the parties hereto.

11. AMENDMENTS

This Contract may be amended by mutual agreement of the parties. Such amendments shall not be binding unless they are in writing and signed by personnel authorized to bind each of the parties.

12. AMERICANS WITH DISABILITIES ACT (ADA) OF 1990, PUBLIC LAW 101-336, also referred to as the "ADA" 28 CFR Part 35

The Contractor must comply with the ADA, which provides comprehensive civil rights protection to individuals with disabilities in the areas of employment, public accommodations, state and local government services, and telecommunications.

13. ASSIGNMENT

Neither this Contract, nor any claim arising under this Contract, shall be transferred or assigned by the Contractor without prior written consent of the Commission.

14. ATTORNEYS' FEES

Unless expressly permitted under another provision of the Contract, in the event of litigation or other action brought to enforce Contract terms, each party agrees to bear its own attorneys' fees and costs.

15. CONFIDENTIALITY/SAFEGUARDING OF INFORMATION

A. "Confidential Information" as used in this section includes:

- i. All material provided to the Contractor by the Commission that is designated as "confidential" by the Commission;
- ii. All material produced by the Contractor that is designated as "confidential" by the Commission; and
- iii. All personal information in the possession of the Contractor that may not be disclosed under state or federal law. "Personal information" includes but is not limited to information related to a person's name, health, finances, education, business, use of government services, addresses, telephone numbers, social security number, driver's license number and other identifying numbers, and "Protected Health Information" under the federal Health Insurance Portability and Accountability Act of 1996 (HIPAA).

B. The Contractor shall comply with all state and federal laws related to the use, sharing, transfer, sale, or disclosure of Confidential Information. The Contractor shall use Confidential Information solely for the purposes of this Contract and shall not use, share, transfer, sell or disclose any Confidential Information to any third party except with the prior written consent of the Commission or as may be required by law. The Contractor shall take all necessary steps to assure that Confidential Information is safeguarded to prevent unauthorized use, sharing, transfer, sale or disclosure of Confidential Information or violation of any state or federal laws related thereto. Upon

**GENERAL TERMS AND CONDITIONS
SERVICES CONTRACT
STATE FUNDS**

request, the Contractor shall provide the Commission with its policies and procedures on confidentiality. The Commission may require changes to such policies and procedures as they apply to this Contract whenever the Commission reasonably determines that changes are necessary to prevent unauthorized disclosures. The Contractor shall make the changes within the time period specified by the Commission. Upon request, the Contractor shall immediately return to the Commission any Confidential Information that the Commission reasonably determines has not been adequately protected by the Contractor against unauthorized disclosure.

- C. Unauthorized Use or Disclosure. The Contractor shall notify the Commission within five (5) working days of any unauthorized use or disclosure of any confidential information, and shall take necessary steps to mitigate the harmful effects of such use or disclosure.

16. CONFLICT OF INTEREST

Notwithstanding any determination by the Executive Ethics Board or other tribunal, the Commission may, in its sole discretion, by written notice to the CONTRACTOR terminate this contract if it is found after due notice and examination by the Commission that there is a violation of the Ethics in Public Service Act, Chapters 42.52 RCW and 42.23 RCW; or any similar statute involving the CONTRACTOR in the procurement of, or performance under this contract.

Specific restrictions apply to contracting with current or former state and state agency employees including the Commission employees pursuant to chapter 42.52 of the Revised Code of Washington. The CONTRACTOR and their subcontractor(s) must identify any person employed in any capacity by the state or state agency that worked with the Commission program executing this Contract, including but not limited to formulating or drafting the legislation, participating in grant procurement planning and execution, awarding grants, and monitoring grants, during the 24-month period preceding the start date of this Contract. Identify the individual by name, the Commission's previously or currently employed by, job title or position held, and separation date. If it is determined by the Commission that a conflict of interest exists, the CONTRACTOR may be disqualified from further consideration for the award of a Contract.

In the event this contract is terminated as provided above, the Commission shall be entitled to pursue the same remedies against the CONTRACTOR as it could pursue in the event of a breach of the contract by the CONTRACTOR. The rights and remedies of the Commission provided for in this clause shall not be exclusive and are in addition to any other rights and remedies provided by law. The existence of facts upon which the Commission makes any determination under this clause shall be an issue and may be reviewed as provided in the "Disputes" clause of this contract.

17. COPYRIGHT

Unless otherwise provided, all Materials produced under this Contract shall be considered "works for hire" as defined by the U.S. Copyright Act and shall be owned by the Commission. The Commission shall be considered the author of such Materials. In the event the Materials are not considered "works for hire" under the U.S. Copyright laws, the Contractor hereby irrevocably assigns all right, title, and interest in all Materials, including all intellectual property rights, moral rights, and rights of publicity to the Commission effective from the moment of creation of such Materials.

"Materials" means all items in any format and includes, but is not limited to, data, reports, documents, pamphlets, advertisements, books, magazines, surveys, studies, computer programs, films, tapes, and/or sound reproductions. "Ownership" includes the right to copyright, patent, register and the ability to transfer these rights.

For Materials that are delivered under the Contract, but that incorporate pre-existing materials not produced under the Contract, the Contractor hereby grants to the Commission a nonexclusive, royalty-free, irrevocable license (with rights to sublicense to others) in such Materials to translate, reproduce, distribute, prepare derivative works, publicly perform, and publicly display. The Contractor warrants and represents that the Contractor has all rights and permissions, including intellectual property rights, moral rights, and rights of publicity, necessary to grant such a license to the Commission.

The Contractor shall exert all reasonable effort to advise the Commission, at the time of delivery of Materials furnished under this Contract, of all known or potential invasions of privacy contained therein

**GENERAL TERMS AND CONDITIONS
SERVICES CONTRACT
STATE FUNDS**

and of any portion of such document which was not produced in the performance of this Contract. The Contractor shall provide the Commission with prompt written notice of each notice or claim of infringement received by the Contractor with respect to any Materials delivered under this Contract. The Commission shall have the right to modify or remove any restrictive markings placed upon the Materials by the Contractor.

18. DISPUTES

Except as otherwise provided in this Contract, when a dispute arises between the parties and it cannot be resolved by direct negotiation, either party may request a dispute hearing with the Director of the Commission, who may designate a neutral person to decide the dispute.

The request for a dispute hearing must:

- be in writing;
- state the disputed issues;
- state the relative positions of the parties;
- state the Contractor's name, address, and Contract number; and
- be mailed to the Director and the other party's (respondent's) Contract Representative within three (3) working days after the parties agree that they cannot resolve the dispute.

The respondent shall send a written answer to the requestor's statement to both the Director or the Director's designee and the requestor within five (5) working days.

The Director or designee shall review the written statements and reply in writing to both parties within ten (10) working days. The Director or designee may extend this period if necessary by notifying the parties.

The decision shall not be admissible in any succeeding judicial or quasi-judicial proceeding.

The parties agree that this dispute process shall precede any action in a judicial or quasi-judicial tribunal.

Nothing in this Contract shall be construed to limit the parties' choice of a mutually acceptable alternate dispute resolution (ADR) method in addition to the dispute hearing procedure outlined above.

19. DUPLICATE PAYMENT

The Commission shall not pay the Contractor, if the Contractor has charged or will charge the Commission or any other party under any other contract or agreement, for the same services or expenses.

20. GOVERNING LAW AND VENUE

This Contract shall be construed and interpreted in accordance with the laws of the state of Washington, and the venue of any action brought hereunder shall be in the Superior Court for King County.

21. INDEMNIFICATION

To the fullest extent permitted by law, the Contractor shall indemnify, defend, and hold harmless the Commission and all officials, agents, and employees of the Commission, from and against all claims for injuries or death arising out of or resulting from the performance of the contract. "Claim" as used in this contract, means any financial loss, claim, suit, action, damage, or expense, including but not limited to attorney's fees, attributable for bodily injury, sickness, disease, or death, or injury to or the destruction of tangible property including loss of use resulting therefrom.

The Contractor's obligation to indemnify, defend, and hold harmless includes any claim by Contractor's agents, employees, representatives, or any subcontractor or its employees.

The Contractor expressly agrees to indemnify, defend, and hold harmless the Commission for any claim arising out of or incident to Contractor's or any subcontractor's performance or failure to perform the contract. Contractor's obligation to indemnify, defend, and hold harmless the Commission shall not be

**GENERAL TERMS AND CONDITIONS
SERVICES CONTRACT
STATE FUNDS**

eliminated or reduced by any actual or alleged concurrent negligence of the Commission or its agents, agencies, employees, and officials.

The Contractor waives its immunity under Title 51 RCW to the extent it is required to indemnify, defend, and hold harmless the state and its agencies, officers, agents, or employees.

22. INDEPENDENT CAPACITY OF THE CONTRACTOR

The parties intend that an independent contractor relationship will be created by this Contract. The Contractor and its employees or agents performing under this Contract are not employees or agents of the state of Washington or the Commission. The Contractor will not hold itself out as or claim to be an officer or employee of the Commission or of the state of Washington by reason hereof, nor will the Contractor make any claim of right, privilege or benefit which would accrue to such officer or employee under law. Conduct and control of the work will be solely with the Contractor.

23. INDUSTRIAL INSURANCE COVERAGE

The Contractor shall comply with all applicable provisions of Title 51 RCW, Industrial Insurance. If the Contractor fails to provide industrial insurance coverage or fails to pay premiums or penalties on behalf of its employees as may be required by law, the Commission may collect from the Contractor the full amount payable to the Industrial Insurance Accident Fund. The Commission may deduct the amount owed by the Contractor to the accident fund from the amount payable to the Contractor by the Commission under this Contract, and transmit the deducted amount to the Department of Labor and Industries, (L&I) Division of Insurance Services. This provision does not waive any of L&I's rights to collect from the Contractor.

24. LAWS

The Contractor shall comply with all applicable laws, ordinances, codes, regulations, and policies of local, state, and federal governments, as now or hereafter amended.

25. LICENSING, ACCREDITATION AND REGISTRATION

The Contractor shall comply with all applicable local, state, and federal licensing, accreditation and registration requirements or standards necessary for the performance of this Contract.

26. LIMITATION OF AUTHORITY

Only the Authorized Representative or the Authorized Representative's delegate by writing (delegation to be made prior to action) shall have the express, implied, or apparent authority to alter, amend, modify, or waive any clause or condition of this Contract. Furthermore, any alteration, amendment, modification, or waiver or any clause or condition of this contract is not effective or binding unless made in writing and signed by the Authorized Representative.

27. NONCOMPLIANCE WITH NONDISCRIMINATION LAWS

During the performance of this Contract, the Contractor shall comply with all federal, state, and local nondiscrimination laws, regulations, and policies. In the event of the Contractor's non-compliance or refusal to comply with any nondiscrimination law, regulation or policy, this Contract may be rescinded, canceled, or terminated in whole or in part, and the Contractor may be declared ineligible for further contracts with the Commission. The Contractor shall, however, be given a reasonable time in which to cure this noncompliance. Any dispute may be resolved in accordance with the "Disputes" procedure set forth herein.

28. PAY EQUITY

The Contractor agrees to ensure that "similarly employed" individuals in its workforce are compensated as equals, consistent with the following:

- A. Employees are "similarly employed" if the individuals work for the same employer, the performance of the job requires comparable skill, effort, and responsibility, and the jobs are performed under similar working conditions. Job titles alone are not determinative of whether employees are similarly employed;

**GENERAL TERMS AND CONDITIONS
SERVICES CONTRACT
STATE FUNDS**

B. Contractor may allow differentials in compensation for its workers if the differentials are based in good faith and on any of the following:

(i) A seniority system; a merit system; a system that measures earnings by quantity or quality of production; a bona fide job-related factor or factors; or a bona fide regional difference in compensation levels.

(ii) A bona fide job-related factor or factors may include, but not be limited to, education, training, or experience that is: Consistent with business necessity; not based on or derived from a gender-based differential; and accounts for the entire differential.

(iii) A bona fide regional difference in compensation level must be: Consistent with business necessity; not based on or derived from a gender-based differential; and account for the entire differential.

This Contract may be terminated by the Commission, if the Commission determines that the Contractor is not in compliance with this provision.

29. POLITICAL ACTIVITIES

Political activity of Contractor employees and officers are limited by the State Campaign Finances and Lobbying provisions of Chapter 42.17A RCW.

No funds may be used for working for or against ballot measures or for or against the candidacy of any person for public office.

30. PUBLICITY

The Contractor agrees not to publish or use any advertising or publicity materials in which the state of Washington or the Commission's name is mentioned, or language used from which the connection with the state of Washington's or the Commission's name may reasonably be inferred or implied, without the prior written consent of the Commission.

31. RECAPTURE

In the event that the Contractor fails to perform this Contract in accordance with state laws, federal laws, and/or the provisions of this Contract, the Commission reserves the right to recapture funds in an amount to compensate the Commission for the noncompliance in addition to any other remedies available at law or in equity.

Repayment by the Contractor of funds under this recapture provision shall occur within the time period specified by the Commission. In the alternative, the Commission may recapture such funds from payments due under this Contract.

32. RECORDS MAINTENANCE

The Contractor shall maintain books, records, documents, data, and other evidence relating to this contract and performance of the services described herein, including but not limited to accounting procedures and practices that sufficiently and properly reflect all direct and indirect costs of any nature expended in the performance of this contract.

The Contractor shall retain such records for a period of six years following the date of final payment. At no additional cost, these records, including materials generated under the contract, shall be subject at all reasonable times to inspection, review or audit by the Commission, personnel duly authorized by the Commission, the Office of the State Auditor, and federal and state officials so authorized by law, regulation, or agreement.

If any litigation, claim, or audit is started before the expiration of the six (6) year period, the records shall be retained until all litigation, claims, or audit findings involving the records have been resolved.

33. REGISTRATION WITH DEPARTMENT OF REVENUE

If required by law, the Contractor shall complete registration with the Washington State Department of Revenue.

**GENERAL TERMS AND CONDITIONS
SERVICES CONTRACT
STATE FUNDS**

34. RIGHT OF INSPECTION

The Contractor shall provide right of access to its facilities to the Commission, or any of its officers, or to any other authorized agent or official of the state of Washington or the federal government, at all reasonable times, in order to monitor and evaluate performance, compliance, and/or quality assurance under this contract.

35. SAVINGS

In the event funding from state, federal, or other sources is withdrawn, reduced, or limited in any way after the effective date of this Contract and prior to normal completion, the Commission may suspend or terminate the Contract under the "Termination for Convenience" clause, without the ten-calendar day notice requirement. In lieu of termination, the Contract may be amended to reflect the new funding limitations and conditions.

36. SEVERABILITY

The provisions of this contract are intended to be severable. If any term or provision is illegal or invalid for any reason whatsoever, such illegality or invalidity shall not affect the validity of the remainder of the contract.

37. SITE SECURITY

While on the Commission premises, Contractor, its agents, employees, or subcontractors shall conform in all respects with physical, fire or other security policies or regulations.

38. SUBCONTRACTING

The Contractor may only subcontract work contemplated under this Contract if it obtains the prior written approval of the Commission.

If the Commission approves subcontracting, the Contractor shall maintain written procedures related to subcontracting, as well as copies of all subcontracts and records related to subcontracts. For cause, the Commission in writing may: (a) require the Contractor to amend its subcontracting procedures as they relate to this Contract; (b) prohibit the Contractor from subcontracting with a particular person or entity; or (c) require the Contractor to rescind or amend a subcontract.

Every subcontract shall bind the Subcontractor to follow all applicable terms of this Contract. The Contractor is responsible to the Commission if the Subcontractor fails to comply with any applicable term or condition of this Contract. The Contractor shall appropriately monitor the activities of the Subcontractor to assure fiscal conditions of this Contract. In no event shall the existence of a subcontract operate to release or reduce the liability of the Contractor to the Commission for any breach in the performance of the Contractor's duties.

Every subcontract shall include a term that the Commission are not liable for claims or damages arising from a Subcontractor's performance of the subcontract.

39. SURVIVAL

The terms, conditions, and warranties contained in this Contract that by their sense and context are intended to survive the completion of the performance, cancellation or termination of this Contract shall so survive.

40. TAXES

All payments accrued on account of payroll taxes, unemployment contributions, the Contractor's income or gross receipts, any other taxes, insurance or expenses for the Contractor or its staff shall be the sole responsibility of the Contractor.

41. TERMINATION FOR CAUSE

In the event the Commission determines the Contractor has failed to comply with the conditions of this contract in a timely manner, the Commission has the right to suspend or terminate this contract. Before suspending or terminating the contract, the Commission shall notify the Contractor in writing of the need

**GENERAL TERMS AND CONDITIONS
SERVICES CONTRACT
STATE FUNDS**

to take corrective action. If corrective action is not taken within 30 calendar days, the contract may be terminated or suspended.

In the event of termination or suspension, the Contractor shall be liable for damages as authorized by law including, but not limited to, any cost difference between the original contract and the replacement or cover contract and all administrative costs directly related to the replacement contract, e.g., cost of the competitive bidding, mailing, advertising and staff time.

The Commission reserves the right to suspend all or part of the contract, withhold further payments, or prohibit the Contractor from incurring additional obligations of funds during investigation of the alleged compliance breach and pending corrective action by the Contractor or a decision by the Commission to terminate the contract. A termination shall be deemed a "Termination for Convenience" if it is determined that the Contractor: (1) was not in default; or (2) failure to perform was outside of his or her control, fault, or negligence.

The rights and remedies of the Commission provided in this contract are not exclusive and are, in addition to any other rights and remedies, provided by law.

42. TERMINATION FOR CONVENIENCE

Except as otherwise provided in this Contract, the Commission may, by ten (10) business days written notice, beginning on the second day after the mailing, terminate this Contract, in whole or in part. If this Contract is so terminated, the Commission shall be liable only for payment required under the terms of this Contract for services rendered or goods delivered prior to the effective date of termination.

43. TERMINATION PROCEDURES

Upon termination of this contract, the Commission, in addition to any other rights provided in this contract, may require the Contractor to deliver to the Commission any property specifically produced or acquired for the performance of such part of this contract as has been terminated. The provisions of the "Treatment of Assets" clause shall apply in such property transfer.

The Commission shall pay to the Contractor the agreed upon price, if separately stated, for completed work and services accepted by the Commission, and the amount agreed upon by the Contractor and the Commission for (i) completed work and services for which no separate price is stated, (ii) partially completed work and services, (iii) other property or services that are accepted by the Commission, and (iv) the protection and preservation of property, unless the termination is for default, in which case the Authorized Representative shall determine the extent of the liability of the Authorized Representative. Failure to agree with such determination shall be a dispute within the meaning of the "Disputes" clause of this contract. The Commission may withhold from any amounts due the Contractor such sum as the Authorized Representative determines to be necessary to protect the Commission against potential loss or liability.

The rights and remedies of the Commission provided in this section shall not be exclusive and are in addition to any other rights and remedies provided by law or under this contract.

After receipt of a notice of termination, and except as otherwise directed by the Authorized Representative, the Contractor shall:

1. Stop work under the contract on the date, and to the extent specified, in the notice;
2. Place no further orders or subcontracts for materials, services, or facilities except as may be necessary for completion of such portion of the work under the contract that is not terminated;
3. Assign to the Commission, in the manner, at the times, and to the extent directed by the Authorized Representative, all of the rights, title, and interest of the Contractor under the orders and subcontracts so terminated, in which case the Commission has the right, at its discretion, to settle or pay any or all claims arising out of the termination of such orders and subcontracts;
4. Settle all outstanding liabilities and all claims arising out of such termination of orders and subcontracts, with the approval or ratification of the Authorized Representative to the extent the Authorized Representative may require, which approval or ratification shall be final for all the purposes of this clause;

**GENERAL TERMS AND CONDITIONS
SERVICES CONTRACT
STATE FUNDS**

5. Transfer title to the Commission and deliver in the manner, at the times, and to the extent directed by the Authorized Representative any property which, if the contract had been completed, would have been required to be furnished to the Commission;
6. Complete performance of such part of the work as shall not have been terminated by the Authorized Representative; and
7. Take such action as may be necessary, or as the Authorized Representative may direct, for the protection and preservation of the property related to this contract, which is in the possession of the Contractor and in which the Commission has or may acquire an interest.

44. TREATMENT OF ASSETS

Title to all property furnished by the Commission shall remain in the Commission. Title to all property furnished by the Contractor, for the cost of which the Contractor is entitled to be reimbursed as a direct item of cost under this contract, shall pass to and vest in the Commission upon delivery of such property by the Contractor. Title to other property, the cost of which is reimbursable to the Contractor under this contract, shall pass to and vest in the Commission upon (i) issuance for use of such property in the performance of this contract, or (ii) commencement of use of such property in the performance of this contract, or (iii) reimbursement of the cost thereof by the Commission in whole or in part, whichever first occurs.

- A. Any property of the Commission furnished to the Contractor shall, unless otherwise provided herein or approved by the Commission, be used only for the performance of this contract.
- B. The Contractor shall be responsible for any loss or damage to property of the Commission that results from the negligence of the Contractor, or which results from the failure on the part of the Contractor to maintain and administer that property in accordance with sound management practices.
- C. If any Commission property is lost, destroyed, or damaged, the Contractor shall immediately notify the Commission and shall take all reasonable steps to protect the property from further damage.
- D. The Contractor shall surrender to the Commission all property of the Commission prior to settlement upon completion, termination, or cancellation of this contract

All reference to the Contractor under this clause shall also include Contractor's employees, agents, or Subcontractors.

45. NONDISCRIMINATION

- A. Nondiscrimination Requirement. During the term of this Agreement, Sub-Grantee, including any subcontractor, shall not discriminate on the bases enumerated at RCW 49.60.530(3). In addition, Sub-Grantee, including any subcontractor, shall give written notice of this nondiscrimination requirement to any labor organizations with which Sub-Grantee, or subcontractor, has a collective bargaining or other agreement.
- B. Obligation to Cooperate. Sub-Grantee, including any subcontractor, shall cooperate and comply with any Washington state agency investigation regarding any allegation that Sub-Grantee, including any subcontractor, has engaged in discrimination prohibited by this Agreement pursuant to RCW 49.60.530(3).
- C. Default. Notwithstanding any provision to the contrary, the Commission may suspend Sub-Grantee, including any subcontractor, upon notice of a failure to participate and cooperate with any state agency investigation into alleged discrimination prohibited by this Agreement, pursuant to RCW 49.60.530(3). Any such suspension will remain in place until the Commission receives notification that Sub-Grantee, including any subcontractor, is cooperating with the investigating state agency. In the event Sub-Grantee, or subcontractor, is determined to have engaged in discrimination identified at RCW 49.60.530(3), the Commission may terminate this Agreement in whole or in part, and Sub-Grantee, subcontractor, or both, may be referred for debarment as provided in RCW 39.26.200. Sub-Grantee or subcontractor may be given a reasonable time in which to cure this

**GENERAL TERMS AND CONDITIONS
SERVICES CONTRACT
STATE FUNDS**

noncompliance, including implementing conditions consistent with any court- ordered injunctive relief or settlement agreement.

- D. Remedies for Breach.** Notwithstanding any provision to the contrary, in the event of Agreement termination or suspension for engaging in discrimination, Sub-Grantee, subcontractor, or both, shall be liable for contract damages as authorized by law including, but not limited to, any cost difference between the original contract and the replacement or cover contract and all administrative costs directly related to the replacement contract, which damages are distinct from any penalties imposed under Chapter 49.60, RCW. The Commission shall have the right to deduct from any monies due to Sub-Grantee or subcontractor, or that thereafter become due, an amount for damages Sub-Grantee or subcontractor will owe the Commission for default under this provision.

46. WAIVER

Waiver of any default or breach shall not be deemed to be a waiver of any subsequent default or breach. Any waiver shall not be construed to be a modification of the terms of this Contract unless stated to be such in writing and signed by Authorized Representative of the Commission.

Attachment A – Scope of Work

[To mirror language in RFP above]

Attachment B – Budget