



Department of Commerce

STATE OF WASHINGTON
DEPARTMENT OF COMMERCE

REQUEST FOR PROPOSALS (RFP)

RFP NO. 17 – 36601 - 101

NOTE: If you download this RFP from the Department of Commerce website, you are responsible for sending your name, address, e-mail address, and telephone number to the RFP Coordinator in order for your organization to receive any RFP amendments or bidder questions/agency answers.

PROJECT TITLE: **Developmental Disabilities Ombuds Program-
Contract Management Services – DEADLINE EXTENDED**

(Revised
1/27/17)

PROPOSAL DUE DATE: ~~February 27, 2017~~ **March 13, 2017 – 5:00 p.m.**, Pacific Standard Time or Pacific Daylight Time, Olympia, Washington, USA.

E-mailed bids will be accepted. Faxed bids will not.

ESTIMATED TIME PERIOD FOR CONTRACT: ~~May 6, 2017~~ **May 25, 2017 – June 30, 2019**

The Agency reserves the right to extend the contract for up to two additional one-year periods at the sole discretion of the Agency.

CONSULTANT ELIGIBILITY: This procurement is open to those consultants 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 Consultants
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1. INTRODUCTION

1.1. PURPOSE AND BACKGROUND

The Washington Developmental Disabilities Ombuds Program was created in 2016 by Engrossed Second Substitute Senate Bill 6564 . The act creates the Office of the Developmental Disabilities Ombuds. The Office of the Developmental Disabilities Ombuds shall investigate and report on services to persons with developmental disabilities. The Washington State Department of Commerce will administer the Developmental Disabilities Ombuds Program through a contract with a private, independent nonprofit organization. That organization will provide developmental disabilities ombuds services statewide.

The Washington State Department of Commerce hereafter called "COMMERCE," is initiating this Request for Proposals (RFP) to solicit proposals from organizations interested in being the Office of the Developmental Disabilities Ombuds.

COMMERCE intends to award one contract to provide the services described in this RFP.

1.2. OBJECTIVES AND SCOPE OF WORK

Commerce intends to contract with a private, independent nonprofit organization that will provide developmental disabilities ombuds services statewide. This contractor shall provide at least the following services to fulfill the ombuds' duties:

- Provide information on rights and responsibilities of persons receiving developmental disabilities services and/or other state services;
- Investigate and resolve administrative acts and complaints related to a person with developmental disabilities pursuant to RCW 71A;
- Monitor service delivery to persons with developmental disabilities;
- Review state institutions, state-licensed facilities, and residences where services to persons with developmental disabilities occur;
- Recommend changes in procedures to state agencies, governor's office and the state legislature addressing the needs of persons with developmental disabilities;
- Submit an annual report to the governor's office and state legislature on the work of the ombuds and recommendations for person centered and systemic system delivery changes;
- Establish procedures for protection of confidentiality;
- Maintain independence and authority of the ombuds;
- Deliver systemic level monitoring, investigating, reporting and making recommendations on the delivery of development disabilities services;
- Deliver resident-directed, complaint-based, person centered ombuds services utilizing paid staff and a significant number of volunteer ombuds to resolve investigations / complaints on the delivery of development disabilities services;
- Complete a memorandum of understanding with the other state's Ombuds programs; and
- Carry out other activities such as promoting the office of the developmental disabilities ombuds and its program services, maintaining web content and social media presence, securing program data and confidentiality of complainants, providing outreach to diverse communities, having access to their own legal counsel, being the single point of responsibility as the ombuds, and implementing input from an advisory stakeholder committee to the ombuds program.

1.3 MINIMUM QUALIFICATIONS

The contractor must be a private, independent non-profit organization.

Minimum qualifications include:

Licensed to do business in the State of Washington or provide a commitment that it will become licensed in Washington within thirty (30) calendar days of being selected as the Apparently Successful Consultant. Any subcontractors to the contractor are not state agencies or departments, but instead are private, independent entities operating lawfully in the state.

Demonstrated capability and capacity to provide all program and staff support necessary, directly or through subcontracts, to carry out all duties of the Office of Developmental Disabilities Ombuds, such as:

- Demonstrated experience and capacity to serve statewide with timely one on one investigation at any facility, residence, or situation.
- Demonstrated experience and capacity in developmental disabilities systems advocacy and systems change.
- Demonstrated experience and capacity to effectively communicate regarding developmental disabilities issues with policymakers, stakeholders, and the general public.
- Demonstrated experience showing they know and understand developmental disabilities services available – including navigating and coordinating triggers – plus aging and adult services, adult protective services, child protective services, residential care services, employment services, and other services available to individuals with developmental disabilities.
- Demonstrated communication products showing they are responsible, respectful, and culturally competent in their interactions, communications and outreach efforts.
- Demonstrated communication products that embrace the philosophy of the Washington State Allies in Advocacy’s “A Proclamation for the Dignity and Rights of All Human Beings”, Americans with Disabilities Act (ADA), and federal civil rights law.
- Demonstrated not to have an appearance of organizational or individual conflict of interest with facilities, service providers, unions, etc. within the community of developmental disabilities.

1.4 FUNDING

COMMERCE has budgeted an amount not to exceed Six Hundred Fifty-Eight Thousand, Three Hundred and Fifty Dollars (\$658,350) for this project for the current biennium (through June 30, 2017). Proposals in excess of ~~\$658,350~~ \$2,000,000 (which assumes \$658,350 per State Fiscal Year for the project period May 25, 2017 through June 30, 2019) will be considered non-responsive and will not be evaluated.

~~Any contract awarded as a result of this procurement is contingent upon the availability of funding.~~

The Contractor is responsible for ensuring future biennium budget appropriations by the state legislature for the Office of the Developmental Disabilities Ombuds.

Any contract awarded as a result of this procurement is contingent upon the availability of funding.

(Revised
1/27/17)

1.5 PERIOD OF PERFORMANCE

(Revised
1/27/17)

The period of performance of any contract resulting from this RFP is tentatively scheduled to begin on or about ~~May 6, 2017~~ May 25, 2017 and to end on June 30, 2019. Amendments extending the period of performance, if any, shall be at the sole discretion of the COMMERCE.

COMMERCE reserves the right to extend the contract for two state budget biennium periods assuming ongoing appropriations for the office of the developmentally disabilities Ombuds state legislature.

1.6 CONTRACTING WITH CURRENT OR FORMER STATE EMPLOYEES

Specific restrictions apply to contracting with current or former state employees pursuant to chapter 42.52 of the Revised Code of Washington. Proposers should familiarize themselves with the requirements prior to submitting a proposal that includes current or former state employees.

1.7 DEFINITIONS

Definitions for the purposes of this RFP include:

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

Consultant – Individual or company interested in the RFP and that may or does submit a proposal in order to attain a contract with the AGENCY.

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

COMMERCE – The Department of Commerce is the agency of the state of Washington that is issuing this RFP.

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

Proposer - Individual or company that submits a proposal in order to attain a contract with COMMERCE.

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 consultant community to suggest various approaches to meet the need at a given price.

1.8 ADA

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

2. GENERAL INFORMATION FOR CONSULTANTS

2.1. RFP COORDINATOR

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

Name	Chris Gagnon
E-Mail Address	Christina.Gagnon@commerce.wa.gov
Phone Number	360-725-3131

Any other communication will be considered unofficial and non-binding on COMMERCE. Consultants 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 Consultant.

2.2. ESTIMATED SCHEDULE OF PROCUREMENT ACTIVITIES

Issue request for proposals	January 11, 2017	(Revised 1/27/17)
Issue addendum to request for proposals	January 27, 2017	
Question & answer period	January 11-25, 2017 January 11-February 14, 2017	
Issue last addendum to RFP	January 30, 2017 February 17, 2017	
Proposals due	February 27, 2017 March 13, 2017	
Evaluate proposals	March 27, 2017 April 14, 2017	
Conduct oral interviews with finalists, if required	April 6, 2017 April 26, 2017	
Announce "Apparent Successful Contractor" and send notification via e-mail to unsuccessful proposers	April 21, 2017 May 11, 2017	
Hold debriefing conferences (if requested)	April 24, 2017 May 12, 2017	
Negotiate contract	May 1, 2017 May 19, 2017	
Begin contract work	May 6, 2017 May 25, 2017	

COMMERCE reserves the right to revise the above schedule.

2.3 RFP QUESTIONS AND ANSWERS

COMMERCE will be bound only to COMMERCE written answers to questions. Questions arising in subsequent communication with the RFP Coordinator will be documented and answered in written form. A copy of the questions and answers will be sent to each prospective Consultant that has received a copy of the RFP or made the RFP Coordinator aware of its interest in this procurement.

2.4 SUBMISSION OF PROPOSALS

ELECTRONIC PROPOSALS:

The proposal must be received by the RFP Coordinator no later than 5:00 p.m., Pacific Standard Time or Pacific Daylight Time, in Olympia, Washington, on ~~Tuesday, February 27, 2017~~ March 13, 2017.

(Revised
1/27/17)

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 format or PDF.

Zippered files cannot be received by COMMERCE 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 Consultant to the offer.

COMMERCE does not assume responsibility for problems with Consultant's e-mail. If COMMERCE email is not working, appropriate allowances will be made. Proposals may not be transmitted using facsimile transmission.

Consultants should allow sufficient time to ensure timely receipt of the proposal by the RFP Coordinator. Late proposals will not be accepted and will be automatically disqualified from further consideration, unless COMMERCE e-mail is found to be at fault. All proposals and any accompanying documentation become the property of COMMERCE and will not be returned.

2.5 PROPRIETARY INFORMATION/PUBLIC DISCLOSURE

Proposals submitted in response to this competitive procurement shall become the property of COMMERCE. All proposals received shall remain confidential until the Apparent Successful Consultant 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 Consultant 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 Consultant 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 Consultant has marked as "Proprietary Information," COMMERCE will notify the Consultant of the request and of the date that the records will be released to the requester unless the Consultant obtains a court order enjoining that disclosure. If the Consultant fails to obtain the court order enjoining disclosure, COMMERCE will release the requested information on the date specified. If a Consultant 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, COMMERCE shall maintain the confidentiality of the Consultant's information per the court order.

A charge will be made for copying and shipping, as outlined in RCW 42.56. No fee shall be charged for inspection of contract files, but twenty-four (24) hours' notice to the RFP Coordinator is required. All requests for information should be directed to the RFP Coordinator.

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.

If you downloaded this RFP from the Agency website located at www.commerce.wa.gov, 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.

COMMERCE 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

Responders will be required to submit a Diverse Business Inclusion Plan with their proposal. In accordance with legislative findings and policies set forth in RCW 39.19, the state of Washington encourages participation in all contracts by firms certified by the office of Minority and Women's Business Enterprises (OMWBE), set forth in RCW 43.60A.200 for firms certified by the Washington State Department of Veterans Affairs, and set forth in RCW 39.26.005 for firms that are Washington Small Businesses. Participation may be either on a direct basis or on a subcontractor basis. However, no preference on the basis of participation is included in the evaluation of Diverse Business Inclusion Plans submitted, and no minimum level of minority- and women-owned business enterprise (MWBE), Washington Small Business, or Washington State certified Veteran Business participation is required as a condition for receiving an award. Any affirmative action requirements set forth in any federal Governmental Rules included or referenced in the contract documents will apply.

COMMERCE has the following agency goals:

- 10% participation by Minority Owned Business
- 6% participation by Women Owned Business
- 5% participation by Veteran Owned Business
- 5% participation by Small Businesses

2.8 ACCEPTANCE PERIOD

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

2.9 COMPLAINT PROCESS

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

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

A complaint may be submitted to COMMERCE 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 Director of COMMERCE will be notified of all complaints and will be provided a copy of COMMERCE'S response. The complaint may not be raised again during the protest period. COMMERCE'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 Consultant is specifically notified that failure to comply with any part of the RFP may result in rejection of the proposal as non-responsive.

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

2.11 MOST FAVORABLE TERMS

COMMERCE 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 Consultant can propose. There will be no best and final offer procedure. COMMERCE does reserve the right to contact a Consultant for clarification of its proposal.

The Apparent Successful Contractor should be prepared to accept this RFP for incorporation into a contract resulting from this RFP. Contract negotiations may incorporate some, or all, of the Consultant's proposal. It is understood that the proposal will become a part of the official procurement file on this matter without obligation to COMMERCE.

2.12 CONTRACT AND 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 C. In no event is a Consultant to submit its own standard contract terms and conditions in response to this solicitation. The Consultant may submit exceptions as allowed in the Certifications and Assurances form, Exhibit A to this solicitation. All exceptions to the contract terms and conditions must be submitted as an attachment to Exhibit A, Certifications and Assurances form. COMMERCE will review requested exceptions and accept or reject the same at its sole discretion.

2.13 COSTS TO PROPOSE

COMMERCE will not be liable for any costs incurred by the Consultant in preparation of a proposal submitted in response to this RFP, in 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 state of Washington or COMMERCE to contract for services specified herein.

2.15 REJECTION OF PROPOSALS

COMMERCE 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 Director of COMMERCE or his delegate is the only individual who may legally commit COMMERCE 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 state of Washington prefers to utilize electronic payment 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 is to furnish COMMERCE with a certificate(s) of insurance executed by a duly authorized representative of each insurer, showing compliance with the insurance requirements set forth below.

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. The Contractor shall furnish evidence in the form of a Certificate of Insurance that insurance shall be provided, and a copy shall be forwarded to COMMERCE within fifteen (15) days of the contract effective date.

Liability Insurance

- 1) Commercial General Liability Insurance: Contractor shall maintain commercial general liability (CGL) insurance and, if necessary, commercial umbrella insurance, with a limit of not less than \$1,000,000 per each occurrence. If CGL insurance contains aggregate limits, the General Aggregate limit shall be at least twice the "each occurrence" limit. CGL insurance shall have products-completed operations aggregate limit of at least two times the "each occurrence" limit. CGL insurance shall be written on ISO occurrence from CG 00 01 (or a substitute form providing equivalent coverage). All insurance shall cover liability assumed under an insured contract (including the tort liability of another assumed in a business contract), and contain separation of insureds (cross liability) condition.

Additionally, the Contractor is responsible for ensuring that any subcontractors provide adequate insurance coverage for the activities arising out of subcontracts.

- 2) Business Auto Policy: As applicable, the Contractor shall maintain business auto liability and, if necessary, commercial umbrella liability insurance with a limit not less than \$1,000,000 per accident. Such insurance shall cover liability arising out of "Any Auto." Business auto coverage shall be written on ISO form CA 00 01, 1990 or later edition, or substitute liability form providing equivalent coverage.

Employers Liability ("Stop Gap") Insurance: In addition, the Contractor shall buy employers liability insurance and, if necessary, commercial umbrella liability insurance with limits not less than

\$1,000,000 each accident for bodily injury by accident or \$1,000,000 each employee for bodily injury by disease.

Additional Provisions

Above insurance policy shall include the following provisions:

1. **Additional Insured.** The state of Washington, [agency name], its elected and appointed officials, agents and employees shall be named as an additional insured on all general liability, excess, umbrella and property insurance policies. All insurance provided in compliance with this contract shall be primary as to any other insurance or self-insurance programs afforded to or maintained by the state.
2. **Cancellation.** State of Washington, [agency name], shall be provided written notice before cancellation or non-renewal of any insurance referred to therein, in accord with the following specifications. Insurers subject to 48.18 RCW (Admitted and Regulation by the Insurance Commissioner): The insurer shall give the state 45 days advance notice of cancellation or non-renewal. If cancellation is due to non-payment of premium, the state shall be given 10 days advance notice of cancellation. Insurers subject to 48.15 RCW (Surplus lines): The state shall be given 20 days advance notice of cancellation. If cancellation is due to non-payment of premium, the state shall be given 10 days advance notice of cancellation.
3. **Identification.** Policy must reference the state's contract number and the agency name.
4. **Insurance Carrier Rating.** All insurance and bonds should be issued by companies admitted to do business within the state of Washington and have a rating of A-, Class VII or better in the most recently published edition of Best's Reports. Any exception shall be reviewed and approved by [Agency Name] Risk Manager, or the Risk Manager for the state of Washington, before the contract is accepted or work may begin. If an insurer is not admitted, all insurance policies and procedures for issuing the insurance policies must comply with Chapter 48.15 RCW and 284-15 WAC
5. **Excess Coverage.** By requiring insurance herein, the state does not represent that coverage and limits will be adequate to protect Contractor, and such coverage and limits shall not limit Contractor's liability under the indemnities and reimbursements granted to the state in this contract.

Workers' Compensation Coverage

The Contractor will at all times comply with all applicable workers' compensation, occupational disease, and occupational health and safety laws, statutes, and regulations to the full extent applicable. The state will not be held responsive in any way for claims filed by the Contractor or their employees for services performed under the terms of this contract.

3. PROPOSAL CONTENTS

ELECTRONIC PROPOSALS:

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 A to this RFP)
2. Technical Proposal
3. Management Proposal
4. Cost Proposal
5. Diverse Business Inclusion Plan (Exhibit B to this RFP)

Proposals must provide information in the same order as presented in this document with the same headings. This will not only be helpful to the evaluators of the proposal, but should assist the Consultant in preparing a thorough response.

Items marked “mandatory” must be included as part of the proposal for the proposal to be considered responsive, however, these items are not scored. Items marked “scored” are those that are awarded points as part of the evaluation conducted by the evaluation team.

3.1. LETTER OF SUBMITTAL (MANDATORY)

The Letter of Submittal and the attached Certifications and Assurances form (Exhibit A to this RFP) must be signed and dated by a person authorized to legally bind the Consultant 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 Consultant and any proposed subcontractors:

1. Name, address, principal place of business, telephone number, and fax number/e-mail address of legal entity or individual with whom contract would be written.
2. Name, address, and telephone number of each principal officer (President, Vice President, Treasurer, Chairperson of the Board of Directors, etc.)
3. Legal status of the Consultant (sole proprietorship, partnership, corporation, etc.) and the year the entity was organized to do business as the entity now substantially exists.
4. 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 Consultant does not have a UBI number, the Consultant must state that it will become licensed in Washington within thirty (30) calendar days of being selected as the Apparently Successful Contractor.
5. Location of the facility from which the Consultant would operate.
6. Identify any state employees or former state employees employed or on the firm’s governing board as of the date of the proposal. Include their position and responsibilities within the Consultant’s organization. If following a review of this information, it is determined by COMMERCE that a conflict of interest exists, the Consultant may be disqualified from further consideration for the award of a contract.

3.2. TECHNICAL PROPOSAL (SCORED)

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

- A. Project Approach/Methodology** – Include a complete description of the Consultant’s proposed approach and methodology for the project. This section should convey Consultant’s understanding of the proposed project.
- B. Work Plan** - Include all project requirements and the proposed tasks, services, activities, etc. necessary to accomplish the scope of the project defined in this RFP. This section of the technical proposal must contain sufficient detail to convey to members of the evaluation team the Consultant’s knowledge of the subjects and skills necessary to successfully complete the project. Include any required involvement of COMMERCE staff. The Consultant may also present any creative approaches that might be appropriate and may provide any pertinent supporting documentation.
- C. Project Schedule** - Include a project schedule indicating when the elements of the work will be completed. Project schedule must ensure that any deliverables requested are met.
- D. Outcomes and Performance Measurement** – Describe the impacts/outcomes the Consultants propose to achieve as a result of the delivery of these services including how these outcomes would be monitored, measured and reported to the state agency.
- E. Risks** - The Consultant must identify potential risks that are considered significant to the success of the project. Include how the Consultant would propose to effectively monitor and manage these risks, including reporting of risks to the COMMERCE contract manager.
- F. Deliverables** – Fully describe deliverables to be submitted under the proposed contract. Deliverables must support the requirements set forth in Section 1.2, Objectives and Scope of Work.

3.3. MANAGEMENT PROPOSAL

A. Project Management (SCORED)

- 1. **Project Team Structure/Internal Controls** - Provide a description of the proposed project team structure and internal controls to be used during the course of the project, including any subcontractors. Provide an organizational chart of your firm indicating lines of authority for personnel involved in performance of this potential contract and relationships of this staff to other programs or functions of the firm. This chart must also show lines of authority to the next senior level of management. Include who within the firm will have prime responsibility and final authority for the work.
- 2. **Staff Qualifications/Experience** - Identify staff, including subcontractors, who will be assigned to the potential contract, indicating the responsibilities and qualifications of such personnel, and include the amount of time each will be assigned to the project. Provide resumes' for the named staff, which include information on the individual’s particular skills related to this project, education, experience, significant accomplishments and any other pertinent information. The Consultant must commit that staff identified in its proposal will actually perform the assigned work. Any staff substitution must have the prior approval of the AGENCY.

B. Experience of the Consultant (SCORED)

- 1. Demonstrate how the organization and its staff have met the minimum qualifications from section 1.3.
- 2. Indicate the experience the Consultant and any subcontractors have in the following areas associated with the performance of the potential contract:
 - a. developmental disabilities services

- b. ombuds services
 - c. data, data systems, data security, data analytics, and data confidentiality
 - d. culturally competent communications
 - e. facilitation, mediation, and investigation
 - f. training and technical assistance
 - g. website content and social media messaging
 - h. systemic problem identification, solution recommendations and legislative advocacy
 - i. access to stakeholders
 - j. incorporating advisory bodies recommendations into operations
 - k. access to legal counsel
3. Indicate other relevant experience that indicates the qualifications of the Consultant, and any subcontractors, for the performance of the potential contract.
 4. Include a list of contracts the Consultant has had during the last five years that relate to the Consultant's ability to perform the services needed under this RFP. List contract reference numbers, contract period of performance, contact persons, telephone numbers, and fax numbers/e-mail addresses.

C. Related Information (MANDATORY)

1. If the Consultant or any subcontractor contracted with the state of Washington during the past 24 months, indicate the name of the agency, the contract number and project description and/or other information available to identify the contract.
2. If the Consultant's staff or subcontractor's staff was an employee of the state of Washington during the past 24 months, or is currently a Washington State employee, identify the individual by name, the agency previously or currently employed by, job title or position held and separation date.
3. If the Consultant has had a contract terminated for default in the last five years, describe such incident. Termination for default is defined as notice to stop performance due to the Consultant's non-performance or poor performance and the issue of performance was either (a) not litigated due to inaction on the part of the Proposer, or (b) litigated and such litigation determined that the Proposer was in default.
4. Submit full details of the terms for default including the other party's name, address, and phone number. Present the Consultant's position on the matter. COMMERCE will evaluate the facts and may, at its sole discretion, reject the proposal on the grounds of the past experience. If no such termination for default has been experienced by the Consultant in the past five years, so indicate.

D. References (MANDATORY)

List names, addresses, telephone numbers, and fax numbers/e-mail addresses of three (3) business references for the Consultant 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 COMMERCE staff as references. By submitting a proposal in response to this Work Request, the vendor and team members grant permission to COMMERCE to contact these references and others, who from COMMERCE'S perspective, may have pertinent information. COMMERCE may or may not, at COMMERCE'S discretion, contact references. COMMERCE may evaluate references at COMMERCE'S discretion.

E. OMWBE Certification (OPTIONAL AND NOT SCORED)

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

3.4. COST PROPOSAL

The maximum fee for this contract must be ~~Six Hundred Fifty-Eight Thousand, Three Hundred and Fifty Dollars (\$658,350)~~ \$2,000,000 or less to be considered responsive to this RFP. This fee must coincide with the period of performance (May 25, 2017 through June 30, 2019).

(Revised
1/27/17)

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

A. Identification of Costs (SCORED)

Identify all costs in U.S. dollars including expenses to be charged for performing the services necessary to accomplish the objectives of the contract. The Consultant 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. Consultants 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.

B. Computation

The score for the cost proposal will be computed by dividing the lowest cost bid received by the Consultant's total cost. Then the resultant number will be multiplied by the maximum possible points for the cost section.

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 COMMERCE, which will determine the ranking of the proposals.

COMMERCE, at its sole discretion, may elect to select the top-scoring firms as finalists for an oral presentation.

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

4.2. EVALUATION WEIGHTING AND SCORING

The following weighting and points will be assigned to the proposal for evaluation purposes:

Technical Proposal –48%		48 points
Project Approach/Methodology	12 points (maximum)	
Quality of Work Plan	12 points (maximum)	
Project Schedule	12 points (maximum)	
Project Deliverables	12 points (maximum)	
Management Proposal – 40%		40 points
Project Team Structure and Internal Controls	20 points (maximum)	
Staff Qualifications/Experience	10 points (maximum)	
Experience of the Consultant	10 points (maximum)	
Cost Proposal – 12%	12 points (maximum)	12 points
TOTAL	100 points possible	100 POINTS

COMMERCE reserves the right to award the contract to the Consultant whose proposal is deemed to be in the best interest of COMMERCE and the state of Washington.

4.3. ORAL PRESENTATIONS MAY BE REQUIRED

COMMERCE may after evaluating the written proposals elect to schedule oral presentations of the finalists. Should oral presentations become necessary, COMMERCE will contact the top-scoring firm(s) from the written evaluation to schedule a date, time and location. Commitments made by the Consultant at the oral interview, if any, will be considered binding.

The scores from the written evaluation and the oral presentation combined together will determine the apparent successful contractor.

4.4. NOTIFICATION TO PROPOSERS

COMMERCE will notify the Apparently Successful Contractor 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.

4.5. DEBRIEFING OF UNSUCCESSFUL PROPOSERS

Any Consultant who has submitted a proposal and been notified that they were not selected for contract award may request a debriefing. The request for a debriefing conference must be received by the RFP Coordinator within three (3) business days after the Unsuccessful Consultant Notification is e-mailed or faxed to the Consultant. Debriefing requests must be received by the RFP Coordinator no later than 5:00 PM, local time, in Olympia, Washington on the third business day following the transmittal of the Unsuccessful Consultant Notification. The debriefing must be held within three (3) business days of the request.

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

- Evaluation and scoring of the firm's proposal;
- Critique of the proposal based on the evaluation;
- Review of proposer's final score in comparison with other final scores without identifying the other firms.

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

4.6. PROTEST PROCEDURE

Protests may be made only by Consultants who submitted a response to this solicitation document and who have participated in a debriefing conference. Upon completing the debriefing conference, the Consultant 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 4:30 PM, local time, in Olympia, Washington on the third business day following the debriefing. Protests may be submitted by e-mail or facsimile, but must then be followed by the document with an original signature.

Consultants 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 Consultants 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;
- Errors in computing the score;
- Non-compliance with procedures described in the procurement document or COMMERCE 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) COMMERCE'S assessment of its own and/or other agencies needs or requirements.

Upon receipt of a protest, a protest review will be held by COMMERCE. The COMMERCE 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 five (5) 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 Consultant that also submitted a proposal, such Consultant 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 COMMERCE'S action; or
- Find only technical or harmless errors in COMMERCE'S acquisition process and determine COMMERCE to be in substantial compliance and reject the protest; or
- Find merit in the protest and provide COMMERCE 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 COMMERCE determines that the protest is without merit, COMMERCE 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 Certifications and Assurances (Scanned Copies of Signed Originals)

Exhibit B Diverse Business Inclusion Plan

Exhibit C Service Contract Format including General Terms and Conditions (GT&Cs)

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 COMMERCE 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 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 COMMERCE will not reimburse me/us for any costs incurred in the preparation of this proposal. All proposals become the property of COMMERCE, 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 knowingly be 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 COMMERCE the right to contact references and other, who may have pertinent information regarding the ability of the Consultant 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 (circle one) **are / are not** 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.

On behalf of the Consultant submitting this proposal, my name below attests to the accuracy of the above statement. *If electronic, also include:* We are submitting a scanned signature of this form with our proposal.

Signature of Proposer

Title

Date

DIVERSE BUSINESS INCLUSION PLAN

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

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

Please list the approximate percentage of work to be accomplished by each group:

Minority	__%
Women	__%
Veteran	__%
Small Business	__%

Please identify the person in your organization to manage your Diverse Inclusion Plan responsibility.

Name: _____

Phone: _____

E-Mail: _____



Department of Commerce

Client Service Contract with

<Contractor organization name here>

through

Washington State Department of Commerce
Community Services Housing Division
Disabilities Workgroup

For

Create an independent Office of the Developmental Disabilities
Ombuds that will provide developmental disabilities ombuds
services statewide

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

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FACE SHEET

Contract Number: 17-36601-101

**Washington State Department of Commerce
Community Services Housing Division
Disabilities Workgroup**

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. COMMERCE Representative Christina Gagnon Disability Workgroup RFP Coordinator 360-725-3131 Christina.gagnon@commerce.wa.gov	
5. Contract Amount \$658,350.00	6. Funding Source Federal: <input type="checkbox"/> State: <input checked="" type="checkbox"/> Other: <input type="checkbox"/> N/A: <input type="checkbox"/>	7. Start Date upon execution	8. End Date 06/30/2019
9. Federal Funds (as applicable) <Insert \$ amount>	Federal Agency <Insert name>	CFDA Number: <Insert number>	
10. Tax ID # <Insert number>	11. SWV # <Insert number>	12. UBI # <Insert number>	13. DUNS # <Insert number>
14. Contract Purpose Create an independent Office of the Developmental Disabilities Ombuds that will provide developmental disabilities ombuds services statewide.			
COMMERCE, defined as the Department of Commerce, 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 COMMERCE _____ <insert name>, <insert title> _____ Date APPROVED AS TO FORM ONLY BY ASSISTANT ATTORNEY GENERAL APPROVAL ON FILE	

**SPECIAL TERMS AND CONDITIONS
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WHEREAS, Engrossed Second Substitute Senate Bill 6564, an Act relating to persons with developmental disabilities was signed into law in 2016.

WHEREAS, the Washington Department of Commerce has been appropriated \$658,350 in state funds under Section 126 of the 2016 Operating Budget – Supplemental (SSL 2376) solely for implementation of Engrossed Second Substitute Senate Bill 6564 in Washington State in State Fiscal Year 2017; and

(Revised
1/27/17)

WHEREAS, COMMERCE solicited proposals from private, independent nonprofit organizations to provide developmental disabilities ombuds services statewide; and

WHEREAS, the XYZ of XYZ County submitted a proposal with its partners XYZ in response to the solicitation in January 2017; and

WHEREAS, the XYZ was selected through a competitive process # XYZ to enter into a client service delivery agreement; and

NOW THEREFORE, COMMERCE, agrees to the following:

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 COMMERCE 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

COMMERCE shall pay an amount not to exceed ~~(\$658,350.00)~~ (\$2,000,000) 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:

(Revised
1/27/17)

NOTES:

1. *List detail of compensation to be paid, e.g., hourly rates, number of hours per task, unit prices, cost per task, cost per deliverable, etc. or reference documents that specify Contractor's compensation and payment, e.g., Contractor's compensation for services rendered shall be based on the schedule set forth in Exhibit XYZ, Fees and Expenses.*
2. *Identify federal and state dollar amounts when relevant reporting requirements apply.*

EXPENSES

NOTE: *Expenses are optional. Do not include Expenses paragraph below if expenses are not allowable. If allowable, include only expenses that are appropriate for the Contract.*

Contractor shall receive reimbursement for travel and other expenses as identified below or as authorized in advance by COMMERCE as reimbursable. The maximum amount to be paid to the Contractor for authorized expenses shall not exceed ~~\$658,350.00~~ (\$2,000,000), which amount is included in the Contract total above.

(Revised
1/27/17)

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

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

NOTE: *Payment can also be based upon satisfactory acceptance of each deliverable, payment after completion of each major part of the Contract, payment at conclusion of the Contract, etc.*

The invoices shall describe and document, to COMMERCE's satisfaction, a description of the work performed, the progress of the project, and fees. The invoice shall include the Contract Number XYZ. 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.

The Contractor shall provide COMMERCE a signed electronic PDF State Invoice Form A19. Invoices should be submitted to COMMERCE no later than thirty (30) calendar days after performance of the deliverable. Except as may be agreed by Commerce in its discretion, Commerce shall only be obligated to make payments upon demonstration of completion of all activities within a given task in accordance with Attachment A (Scope of Work). However, it is acknowledged that in the event one or two activities within a given task are unduly delayed (considered to be more than 3 months), COMMERCE shall reasonably negotiate with Contractor regarding paying for those Tasks that are completed.

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

COMMERCE 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 COMMERCE.

Duplication of Billed Costs

The Contractor shall not bill COMMERCE for services performed under this Agreement, and COMMERCE 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.

NOTE: *Optional Provision - COMMERCE shall withhold 10 percent from each payment until acceptance by COMMERCE of the final report (or completion of the project, etc.).*

4. 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.

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 state of Washington, 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 instruct the insurers to give COMMERCE thirty (30) calendar days advance notice of any insurance cancellation, non-renewal or modification.

The Contractor shall submit to COMMERCE within fifteen (15) calendar days of the Contract start date, a certificate of insurance which outlines the coverage and limits defined in this insurance

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section. During the term of the Contract, 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 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.

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

5. CONFLICT OF INTEREST

Ensure that developmental disabilities ombuds, including any regional, local and volunteer staff, is free of conflicts of interest and/or does not stand to gain financially through an action or potential action brought on behalf of individuals that the Office of Developmental Disabilities Ombuds serves. Conflicts of interest include, but are not limited to, the following:

- A. Employment or participation in the management of any developmental disabilities service provider within the past year;
- B. Employment in a governmental position with direct involvement in the licensing, certification, or regulation of developmental disabilities service providers or care facilities within the past year;
- C. Any significant ownership or investment interest in one or more developmental disabilities service providers or care facilities by any developmental disabilities ombuds or any member of an ombuds' immediate family within the past year;

**SPECIAL TERMS AND CONDITIONS
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- D. Assignment to developmental disabilities service providers or care facilities in which a member of the ombuds' immediate family resides;
- E. Solicitation or acceptance of gifts, money, or property from individuals with developmental disabilities; and
- F. Employment or other work involving the provision of involuntary services or the involuntary commitment of an individual with developmental disabilities.

6. RECORDS

- A. All records and files maintained by the developmental disabilities ombuds program shall remain confidential. Any disclosure of developmental disabilities ombuds program records is subject to the following provisions:
 - 2. No disclosure shall be made without the prior approval of the state ombuds or his or her representative.
 - 3. No disclosure of the identities of complainants, witnesses, clients, or individuals with developmental disabilities shall be made unless one of the following conditions has been met:
 - 1. The complainant or an individual with developmental disabilities, or their legal representative consents in writing to the disclosure; or
 - 2. The complainant or an individual with developmental disabilities gives oral consent, and that consent is documented contemporaneously in writing by a representative of the state office; or
 - 3. The disclosure is required by court order.
 - 4. Non-identifying information or statistics may be disclosed at the discretion of the state ombuds or his or her representative.
- B. All communications by an ombuds, if reasonably related to the requirements of that individual's responsibilities under this chapter or federal or state statutes and done in good faith, are privileged. That privilege shall serve as a defense to any action in libel or slander. Ombuds are exempt from being required to testify in court, administrative hearings, or depositions as to any confidential matters, except as the court may deem necessary to enforce this chapter.
- C. In monitoring the state office and regional ombudsmen programs, subject to the discretion of the state ombuds, access to the ombuds files and records, minus identifying information regarding any individual with developmental disabilities, resident, complainant, or witness, shall be available to the director or one senior manager of the department and the organization in which the ombuds program is administratively located. The individual who performs this monitoring function shall have no conflict of interest, as provided in WAC [365-18-040\(2\)](#).
- D. The office of the developmental disabilities ombuds shall adhere to the conditions set forth by the U.S. Department of Health and Human Services concerning the Health Insurance Portability and Accountability Act (HIPPA) of 1996 Privacy Rule. The United States Department of Health and Human Services, Administration on Aging and the Office of Civil Rights has determined that HIPPA does not conflict with the developmental disabilities ombuds' access to individuals with developmental disabilities, their records, and their representatives.

**SPECIAL TERMS AND CONDITIONS
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7. LEGAL SERVICES

- A. Any attorney who provides legal services for the Office of Developmental Disabilities Ombuds must be free of conflicts of interest as defined in subsection C 1-11, below, and/or must not stand to gain financially through any action or potential action brought on behalf of individuals served by the Office of Developmental Disabilities Ombuds.
- B. Compliance with applicable state and federal law and regulations.
- C. Office of Developmental Disabilities Ombuds attorney conflicts of interest include, but are not limited to the following:
 - 1. Conflicts of interests defined under the Washington Rules of Professional Conduct;
 - 2. Employment or participation in the management of any developmental disabilities service providers or care facilities within the past year;
 - 3. Employment in a governmental position with direct involvement in the licensing, certification, or regulation of developmental disabilities service providers or care facilities within the past year.
 - 4. Any significant ownership or investment interest in one or more developmental disabilities service providers or care facilities by the attorney or any member of his or her immediate family within the past year;
 - 5. Action or potential action involving a developmental disabilities service provider or care facility in which a member of the attorney's immediate family resides;
 - 6. Private representation of any current or former developmental disabilities service providers or care facility individual with developmental disabilities (or family member of an individual with developmental disabilities, or representative of an individual with developmental disabilities) against a provider of developmental disabilities services, licensed facility or governmental entity in any type of tort action, whenever the private client initiated contact with the Office of Developmental Disabilities Ombuds attorney or came to the attorney's attention, because of the attorney's representation of the Office of Developmental Disabilities Ombuds;
 - 7. Simultaneous representation of the Office of Developmental Disabilities Ombuds and private representation of an individual with developmental disabilities (or family member of an individual with developmental disabilities, or representative of an individual with developmental disabilities) in an action arising from the same incident where the interests of the Office of Developmental Disabilities Ombuds and the private client are adverse;
 - 8. Legal representation of an individual with developmental disabilities in a proceeding related to an allegation that the individual abused, neglected or financially exploited a vulnerable person or person with developmental disabilities; provided, however, that the following shall not constitute a conflict of interest under this provision:
 - i. Legal representation, provided by a free or low-cost program from an ABA-accredited law school providing legal representation in civil legal matters, for a client other than the Office of Developmental Disabilities Ombuds, in a proceeding related to an allegation that the non-Office of Developmental Disabilities Ombuds client abused, neglected, or financially exploited an individual with developmental disabilities;

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- ii. Legal representation, provided on behalf of the Office of Developmental Disabilities Ombuds, for any staff ombuds, volunteer ombuds, the Office of Developmental Disabilities Ombuds representative, or the Office of Developmental Disabilities Ombuds subcontractor in a proceeding related to ombuds official duties; and
 - iii. Legal representation, provided on behalf of the Office of Developmental Disabilities Ombuds, for an individual with developmental disabilities in a proceeding related to an allegation that the an individual with developmental disabilities abused, neglected or financially exploited another vulnerable adult, provided that the Office of Developmental Disabilities Ombuds ensures adequate advocacy for and representation of the alleged victim and any vulnerable adult witnesses.
- 9. Failure to comply with Washington's Rules of Professional Conduct (RPC), including RPC 1.7, 1.8 and 1.9;
 - 10. Receipt of court-ordered attorney fees in an amount that exceeds the fees that, but for the award of fees, the Ombudsman would have been contractually required to pay; and
 - 11. Legal representation to enable the Office of Developmental Disabilities Ombuds to assert a legal, policy, or other official position in any forum on any issue, including but not limited to asserting a position as amicus curiae, shall not be considered a conflict of interest.
- D. Specify how the attorney will be paid, how the fee will be calculated, and the maximum amount the attorney will be paid.
 - E. Provide that if the attorney participates in litigation on behalf of the Office of Developmental Disabilities Ombuds, any court ordered award of attorney's fees, or settlement agreement that provides attorney's fees in favor of the Office of Developmental Disabilities Ombuds must inure to the benefit of the Office of Developmental Disabilities Ombuds, not to the attorney. The Office of Developmental Disabilities Ombuds must use any such attorney's fees (that exceed the amount contractually owed to the attorney) for a purpose that is consistent with the RCWs and WACs.
 - F. Specify that the attorney may not use the Office of Developmental Disabilities Ombuds confidential information concerning the individuals with developmental disabilities or care facilities for the attorney's personal marketing for potential legal business, or during the attorney's legal representation of any client other than the Office of Developmental Disabilities Ombuds.
 - G. Specify that the Office of Developmental Disabilities Ombuds contract for the provision of legal services may be terminated by the Office of Developmental Disabilities Ombuds in the event that the attorney participates in activities that constitute conflicts of interest as defined in this contract.
 - H. The Office of Developmental Disabilities Ombuds must provide Commerce a copy of any Office of Developmental Disabilities Ombuds subcontracts for the provision of legal services; however, litigation and other legal strategies may be redacted from the copies of the contracts that are provided.
 - I. The Office of Developmental Disabilities Ombuds must provide Commerce an annual accounting of attorney's fees paid under any Office of Developmental Disabilities Ombuds subcontract for the provision of legal services.

8. ORDER OF PRECEDENCE

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In the event of an inconsistency in this Contract, the inconsistency shall be resolved by giving 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
- Attachment C - Reports
- [add any other attachments incorporated by reference on the Face Sheet]

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1. DEFINITIONS

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

- A. "Authorized Representative" shall mean the Director and/or the designee authorized in writing to act on the Director's behalf.
- B. "COMMERCE" shall mean the Department of Commerce.
- C. "Contract" or "Agreement" means the entire written agreement between COMMERCE and the Contractor, including any Exhibits, documents, or materials incorporated by reference. E-mail or Facsimile 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.

2. ACCESS TO DATA

In compliance with RCW 39.26.180, the Contractor shall provide access to data generated under this Contract to COMMERCE, 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.

3. 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 COMMERCE.

4. 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.

5. 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.

6. 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.

7. ASSIGNMENT

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

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8. 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 attorney's fees and costs.

9. AUDIT

A. General Requirements

Contractors are to procure audit services based on the following guidelines.

The Contractor shall maintain its records and accounts so as to facilitate audits and shall ensure that Subcontractors also maintain auditable records.

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

COMMERCE reserves the right to recover from the Grantee all disallowed costs resulting from the audit.

Responses to any unresolved findings and disallowed or questioned costs shall be included with the audit report. The Contractor must respond to COMMERCE requests for information or corrective action concerning audit issues within thirty (30) days of the date of request.

B. State Funds Requirements

In the event an audit is required, if the Contractor is a state or local government entity, the Office of the State Auditor shall conduct the audit. Audits of non-profit organizations are to be conducted by a certified public accountant selected by the Contractor.

The Contractor shall include the above audit requirements in any subcontracts.

In any case, the Contractor's records must be available for review by COMMERCE.

C. Documentation Requirements

The Contractor must send a copy of any audit report no later than nine (9) months after the end of the Contractor's fiscal year(s) by sending a scanned copy to auditreview@commerce.wa.gov or a hard copy to:

Department of Commerce
ATTN: Audit Review and Resolution Office
1011 Plum Street SE
PO Box 42525
Olympia WA 98504-2525

In addition to sending a copy of the audit, when applicable, the Contractor must include:

- Corrective action plan for audit findings within three (3) months of the audit being received by COMMERCE.
- Copy of the Management Letter and Management Decision Letter, where applicable.

If the Contractor is required to obtain a Single Audit consistent with Circular A-133 requirements, a copy must be provided to Commerce; no other report is required.

10. CONFIDENTIALITY/SAFEGUARDING OF INFORMATION

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

1. All material provided to the Contractor by COMMERCE that is designated as "confidential" by COMMERCE;
2. All material produced by the Contractor that is designated as "confidential" by COMMERCE; and
3. 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

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

11. CONFLICT OF INTEREST

Notwithstanding any determination by the Executive Ethics Board or other tribunal, the COMMERCE may, in its sole discretion, by written notice to the CONTRACTOR terminate this contract if it is found after due notice and examination by COMMERCE 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 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 of Washington that worked on the (YOUR PROGRAM NAME) 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 Grant. Identify the individual by name, the agency previously or currently employed by, job title or position held, and separation date. If it is determined by COMMERCE that a conflict of interest exists, the CONTRACTOR may be disqualified from further consideration for the award of a Grant.

In the event this contract is terminated as provided above, COMMERCE 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 COMMERCE 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 COMMERCE makes any determination under this clause shall be an issue and may be reviewed as provided in the "Disputes" clause of this contract.

12. COPYRIGHT PROVISIONS

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 COMMERCE. COMMERCE 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 COMMERCE 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,

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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 COMMERCE 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 COMMERCE.

The Contractor shall exert all reasonable effort to advise COMMERCE, at the time of delivery of Materials furnished under this Contract, of all known or potential invasions of privacy contained therein and of any portion of such document which was not produced in the performance of this Contract. The Contractor shall provide COMMERCE with prompt written notice of each notice or claim of infringement received by the Contractor with respect to any Materials delivered under this Contract. COMMERCE shall have the right to modify or remove any restrictive markings placed upon the Materials by the Contractor.

13. 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 COMMERCE, 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.

14. DUPLICATE PAYMENT

COMMERCE shall not pay the Contractor, if the Contractor has charged or will charge the State of Washington or any other party under any other contract or agreement, for the same services or expenses.

15. 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 Thurston County.

16. INDEMNIFICATION

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To the fullest extent permitted by law, the Contractor shall indemnify, defend, and hold harmless the state of Washington, COMMERCE, agencies of the state and all officials, agents and employees of the state, 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 State for any claim arising out of or incident to the Contractor's or any subcontractor's performance or failure to perform the contract. The Contractor's obligation to indemnify, defend, and hold harmless the State shall not be eliminated or reduced by any actual or alleged concurrent negligence of State 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.

17. 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 COMMERCE. The Contractor will not hold itself out as or claim to be an officer or employee of COMMERCE 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.

18. 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, COMMERCE may collect from the Contractor the full amount payable to the Industrial Insurance Accident Fund. COMMERCE may deduct the amount owed by the Contractor to the accident fund from the amount payable to the Contractor by COMMERCE 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.

19. LAWS

The Contractor shall comply with all applicable laws, ordinances, codes, regulations and policies of local and state and federal governments, as now or hereafter amended including, but not limited to:

Washington State Laws and Regulations

- A. Affirmative action, RCW 41.06.020 (1).
- B. Boards of directors or officers of non-profit corporations – Liability - Limitations, RCW 4.24.264.
- C. Disclosure-campaign finances-lobbying, Chapter 42.17A RCW.
- D. Discrimination-human rights commission, Chapter 49.60 RCW.
- E. Ethics in public service, Chapter 42.52 RCW.
- F. Office of minority and women's business enterprises, Chapter 39.19 RCW and Chapter 326-02 WAC.
- G. Open public meetings act, Chapter 42.30 RCW.
- H. Public records act, Chapter 42.56 RCW.
- I. State budgeting, accounting, and reporting system, Chapter 43.88 RCW.

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20. 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.

21. 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 of any clause or condition of this contract is not effective or binding unless made in writing and signed by the Agent

22. 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 COMMERCE. 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.

23. POLITICAL ACTIVITIES

Political activity of Contractor employees and officers are limited by the State Campaign Finances and Lobbying provisions of Chapter 42.17A RCW and the Federal Hatch Act, 5 USC 1501 - 1508.

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

24. PUBLICITY

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

25. 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, COMMERCE reserves the right to recapture funds in an amount to compensate COMMERCE 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 COMMERCE. In the alternative, COMMERCE may recapture such funds from payments due under this Contract.

26. 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 COMMERCE, personnel duly authorized by COMMERCE, 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.

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27. REGISTRATION WITH DEPARTMENT OF REVENUE

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

28. RIGHT OF INSPECTION

The Contractor shall provide right of access to its facilities to COMMERCE, 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.

29. 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, COMMERCE may 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.

30. 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.

31. SITE SECURITY

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

32. SUBCONTRACTING

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

If COMMERCE 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, COMMERCE 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 COMMERCE 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 COMMERCE for any breach in the performance of the Contractor's duties.

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

33. 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.

34. 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.

35. TERMINATION FOR CAUSE

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

COMMERCE 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 COMMERCE 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 COMMERCE provided in this contract are not exclusive and are, in addition to any other rights and remedies, provided by law.

36. TERMINATION FOR CONVENIENCE

Except as otherwise provided in this Contract, COMMERCE 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, COMMERCE 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.

37. TERMINATION PROCEDURES

Upon termination of this contract, COMMERCE, in addition to any other rights provided in this contract, may require the Contractor to deliver to COMMERCE 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.

COMMERCE shall pay to the Contractor the agreed upon price, if separately stated, for completed work and services accepted by COMMERCE, and the amount agreed upon by the Contractor and COMMERCE 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 COMMERCE, 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 COMMERCE. Failure to agree with such determination shall be a dispute within the meaning of the "Disputes" clause of this contract. COMMERCE may withhold from any amounts due the Contractor such sum as the Authorized Representative determines to be necessary to protect COMMERCE against potential loss or liability.

The rights and remedies of COMMERCE 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 COMMERCE, 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 COMMERCE has the right, at its discretion, to settle or pay any or all claims arising out of the termination of such orders and subcontracts;

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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;
5. Transfer title to COMMERCE 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 COMMERCE;
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 COMMERCE has or may acquire an interest.

38. TREATMENT OF ASSETS

Title to all property furnished by COMMERCE shall remain in COMMERCE. 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 COMMERCE 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 AGENCY 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 COMMERCE in whole or in part, whichever first occurs.

- A. Any property of COMMERCE furnished to the Contractor shall, unless otherwise provided herein or approved by COMMERCE, be used only for the performance of this contract.
- B. The Contractor shall be responsible for any loss or damage to property of COMMERCE 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 COMMERCE property is lost, destroyed or damaged, the Contractor shall immediately notify COMMERCE and shall take all reasonable steps to protect the property from further damage.
- D. The Contractor shall surrender to COMMERCE all property of COMMERCE 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.

39. 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 COMMERCE.

Attachment A
Scope of Work

This contractor shall provide at least the following services to fulfill the ombuds' duties:

- Provide information on rights and responsibilities of persons receiving developmental disabilities services and/or other state services;
- Investigate and resolve administrative acts and complaints related to a person with developmental disabilities pursuant to RCW 71A;
- Monitor service delivery to persons with developmental disabilities;
- Review state institutions, state-licensed facilities, and residences where services to persons with developmental disabilities occur;
- Recommend changes in procedures to state agencies, governor's office and the state legislature addressing the needs of persons with developmental disabilities;
- Submit an annual report to the governor's office and state legislature on the work of the ombuds and recommendations for person centered and systemic system delivery changes;
- Establish procedures for protection of confidentiality;
- Maintain independence and authority of the ombuds;
- Deliver systemic level monitoring, investigating, reporting and making recommendations on the delivery of development disabilities services;
- Deliver resident-directed, complaint-based, person centered ombuds services utilizing paid staff and a significant number of volunteer ombuds to resolve investigations / complaints on the delivery of development disabilities services;
- Complete a memorandum of understanding with the other state's Ombuds programs; and
- Carry out other activities such as promoting the office of the developmental disabilities ombuds and its program services, maintaining web content and social media presence, securing program data and confidentiality of complainants, providing outreach to diverse communities, having access to their own legal counsel, being the single point of responsibility as the ombuds, and implementing input from an advisory stakeholder committee to the ombuds program.

Attachment B

Budget

Sample performance based deliverable budget not to exceed ~~\$658,350.00~~ \$2,000,000. For illustration only. Please provide a budget for the period May 25, 2017 through June 30, 2019.

(Revised
1/27/17)

Deliverables (for illustration only)	Budgeted Amount	Estimated Due Date
Establish Ombuds Office / Facility	\$ XYZ	June 30, 2016 <u>June 30, 2017</u>
Provide information on rights and responsibilities	\$ XYZ	July 31, 2016 <u>August 31, 2017</u>
Complete Operating Plan, Three Year Plan, and Attorney Fees Reports	\$ XYZ	July 31, 2016 <u>December 31, 2017</u>
Monitor service delivery	\$ XYZ	August 31, 2016 <u>December 31, 2017</u>
Hire Regional Assistant Ombuds	\$ XYZ	September 30, 2016 <u>December 31, 2017</u>
Complete Ombuds Training Curriculum	\$ XYZ	October 31, 2016 <u>December 31, 2017</u>
Complete Annual Report	\$ XYZ	November 1, 2016 <u>July 1, 2018</u>
Complete Ombuds Investigation Procedures	\$ XYZ	November 30, 2016 <u>July 1, 2018</u>
Complete Volunteer Ombuds Training course	\$ XYZ	December 31, 2016 <u>July 1, 2018</u>
Others as provided in the solicitation response	\$ XYZ	MM/DD/YYYY <u>June 30, 2019</u>
	\$658,350.00	
	<u>\$2,000,000.00</u>	

Attachment C

REPORTS

The Office of Developmental Disabilities Ombuds is encouraged to use ombuds manager software or other appropriate software as available to collect and manage program data in all regional and state offices.

The following reports, action items, or documents are due from the Office of Developmental Disabilities Ombuds:

ITEM/OUTPUT:	DUE DATE:	SEND TO:
1. Annual Report, to include analyzing the work of the office and making recommendations; e.g. advocating for individuals and/or systemic issues; participating in quality assurance; requesting funds to expand the program so that expansion does not dilute ombudsman service; publicizing and marketing the program; reporting metrics; etc.	Annually November 1	Commerce, Governor, Legislature
2. Expansion Report, to include its progress and recommendations for future expansion of the ombuds into a model of individual ombuds services akin to the operations of the long-term care ombuds	November 1, 2019 <u>November 1, 2018</u>	Commerce, Governor, Legislature
3. Annual Operating Plan, to include measurable objectives and outcomes—at a minimum: complaint resolution, volunteer management, and other developmental disabilities advocacy and outreach goals	Annually July 31	Commerce
4. Three Year Operating Plan (or Long-range Plan), to include legislative budget request amounts	Annually July 31	Commerce
5. Annual Report of attorney fees paid (through state fiscal year)	Annually July 31	Commerce
6. Data relating to individuals with developmental disabilities and to complaints and conditions for the purpose of assisting ALTSA and DDA in identifying and resolving significant problems. At a minimum, the data should include number of complaints investigated by region, type of facility, and issue or complaint category	Quarterly, due in the month after the close of the calendar quarter	ALTSA/DSHS DDA/DSHS Commerce
7. Quarterly <i>Results Commerce</i> Reporting	1 st Qtr. - Oct 14 th 2 nd Qtr. - Jan 14 th 3 rd Qtr. - April 14 th 4 th Qtr. - July 14 th	Commerce
8. Annual Audit	As the annual audit report is completed	Commerce

(Revised
1/27/17)

9. Sub-grantee Monitor Reports	As sub-grantee monitor reports are completed	Commerce
10. Copies of any Ombuds contract(s) for legal services	Upon contract execution, contract amendment, and/or contract termination	Commerce
11. Updated contact list of Regional Ombuds	Upon changes in ombuds status	Commerce

SAMPLE



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Updated 2/13/17

Developmental Disabilities Ombuds Program

Contract Management Services

Questions and Answers

The RFP Coordinator will respond to questions within three (3) business days and will post all answers to the COMMERCE and WEBS websites.

- 1. Question:** 2.7 Diverse Business Inclusion Plan (page 8 of 19). The RFP is requiring a Diverse Business Inclusion Plan and also requires organizations be a non-profit. Is the Inclusion plan intentionally included in the RFP? Clarification as to what to put into the plan would be appreciated.

2.7 "DIVERSE BUSINESS INCLUSION PLAN

Responders will be required to submit a Diverse Business Inclusion Plan with their proposal. In accordance with legislative findings and policies set forth in RCW 39.19, the state of Washington encourages participation in all contracts by firms certified by the office of Minority and Women's Business Enterprises (OMWBE), set forth in RCW 43.60A.200 for firms certified by the Washington State Department of Veterans Affairs, and set forth in RCW 39.26.005 for firms that are Washington Small Businesses. Participation may be either on a direct basis or on a subcontractor basis. However, no preference on the basis of participation is included in the evaluation of Diverse Business Inclusion Plans submitted, and no minimum level of minority- and women-owned business enterprise (MWBE), Washington Small Business, or Washington State certified Veteran Business participation is required as a condition for receiving an award. Any affirmative action requirements set forth in any federal Governmental Rules included or referenced in the contract documents will apply."

COMMERCE has the following agency goals:

- 10% participation by Minority Owned Business*
- 6% participation by Women Owned Business*
- 5% participation by Veteran Owned Business*
- 5% participation by Small Businesses*

Answer: The inclusion plan was intentionally included and is a standard component of Commerce competitive procurements. As one of the required components, failure to include this plan would mean that the proposal would be considered nonresponsive. Contractors need to answer the questions laid out in Exhibit B.

2a. Question: Regarding #1.3 on page 4, the Minimum Qualifications requirement that "the Contractor must be a private, independent non-profit organization". A) I am not currently a non-profit organization but I can certainly apply to be. B) In the meantime, in order to meet the minimum requirements, would I be able to be a 'program' under the umbrella of an already established non-profit (like World Vision, for example).

A) Answer: Contractors must be established as a private, independent non-profit organization at the time of submitting the RFP proposal.

B) Answer: Or Contractors must provide documentation as part of their RFP proposal that their program falls under the umbrella of an established non-profit organization.

2b. Question: Can we be under the umbrella of a non-profit until we become non-profit ourselves or are you saying we need to be both before submitting the proposal?

Answer: Contractors need to provide documentation of either being a private, independent non-profit organization or working under the umbrella of an established non-profit organization, not both before submitting the proposal. If the Contractor changes its designation to become a private, independent non-profit organization after submitting a proposal as an entity working under the umbrella of an established non-profit organization, and consequently won the bid and was awarded a contract, then Commerce would work with the apparent successful contractor during the contract negotiation or amendment process to document the change. This change should not be a deterrent as long as the Contractor meets the private, independent non-profit organization or operating under the umbrella of an established non-profit organization definition throughout the bid, award, and work performance period.

3. Question: Who would currently be an example of an Ombuds program for the State of Washington that I can contact?

Answer: Please contact Chris Gagnon, RFP Coordinator, at (360) 725-3131;
Christina.gagnon@commerce.wa.gov.

4. Question: On page 4 of the RFP - "COMMERCE has budgeted an amount not to exceed Six Hundred Fifty-Eight Thousand, Three Hundred and Fifty Dollars (\$658,350) for this project for the current biennium." Is the amount not to exceed \$658,350 for a budget period of twelve months? If not, what is the time period for the budget?

Answer: An amount not to exceed Six Hundred Fifty-Eight Thousand, Three Hundred and Fifty Dollars (\$658,350) is budgeted for state fiscal year 2017, which ends June 30, 2017. Continued funding at the same level has been requested for the next biennium (July 1, 2017 through June 30, 2019), and will be

decided by the legislature. The addendum to the RFP has an amount not to exceed \$2M, and a period of performance starting with the current State Fiscal Year 2017 through State Fiscal Year 2019 (June 30, 2019).

5. Question: According to your answer and the related section in the RFP, it seems you want a budget, not to exceed \$658,350, and a work plan for what can be accomplished in the 55-day period between May 6th, 2017 and June 30th, 2017. \$658,350 or anything close to it would be, or should be, difficult to spend in 55 days. A proposal that just covers 55 days will not be able include all the steps necessary to accomplish the goals in the DD Ombuds law. Given the role the cost proposal of each bidder has in selecting the Consultant, it is important for us to know what budget you want. A 55-day budget would obviously have a scoring advantage over a bidder who mistakenly submitted a 12-month budget. We understand the Legislature has to decide whether the DD Ombuds will be funded in the next biennium beginning July 1, 2017 and consequently there is no guarantee for funding after June 30, 2017 - but it would seem that RFP review team would need to know the bidder's proposed work plan, schedule and outcomes for at least a 12-month period and the budget for that period of time. So our question is which of following information do you want? 1). A budget and proposal for just what can be accomplished in the current biennium in a 55-day period from May 6, 2017 to June 30, 2017; or 2). A proposal for 55-day period and an additional 12-month period should the Legislature choose to fund the program in the next biennium; or 3). A proposal and budget for a 12-month period not exceeding the \$658,350 with the understanding that funding after June 30, 2017 is contingent on the Legislature's decision; or 4). Something else. If this one, what specifically do you want?

Answer: The addendum to the RFP will be posted early next week. Within it, the budget amount is not to exceed \$2 million for a period of performance starting in May 2017 through June 30, 2019. The budget and performance period is the remainder of current biennium - State Fiscal Years 2015-2017 and the next biennium - State Fiscal Years 2017-2019.

6. Question: Is this just a duplication of the successful Washington State Long-Term Care Ombuds Program? If not, what improvements/changes are you looking for, because the similarities in Long-Term and Developmental Disabilities Care share many traits.

Answer: These are two separate programs. The developmental disabilities ombuds is modeled after the successful long term care ombuds program. Since the long term care ombuds program has been operating for over thirty years, we do not expect the developmental disabilities ombuds to be able to fully duplicate the long term care ombuds program from initial launch. We understand there will be a ramping up of capability, capacity, and funding before the developmental disabilities ombuds has the same reach and efficiency as the long term care ombuds.

7. Question: I know you are looking for a private, independent, non-profit organization but the RFP doesn't specify what kind of a non-profit it needs to be. Does it have to be a 501c3?

Answer: The organization is not required to be a 501c3 as this is not defined in the enabling legislation, nor is nonprofit defined in RCW 43 or 71A.