



Opening doors to a better life

**REQUEST FOR PROPOSALS:
SELLER SERVICER CONSULTANT**

The Washington State Housing Finance Commission is re-opening its Request For Proposal for Seller Servicer Consultant to allow for additional consultants to apply. Prior applicants do not need to re-submit their proposals.

All terms and conditions listed in this RFP are identical to the prior RFP, except for the following;

- 1) The order of application to Fannie Mae, Freddie Mac and Ginnie Mae for seller servicer approval may vary based on advice from the consultant. The Commission had previously intended to apply first to Fannie Mae or Freddie Mac.
- 2) Criteria for Evaluating Proposals (page 5): Proposers should include demonstrated experience in preparing applications and obtaining **Ginnie Mae**, Fannie Mae and Freddie Mac servicer numbers, as well as experience with quality control procedures.
- 3) RFP responses are due: **Friday, December 30, 2022 at 5:00 p.m. Pacific Time**
- 4) The deadline for questions regarding information contained in the RFP is **December 27, 2022 at 5:00 p.m., Pacific Time**

**Deadline for submission:
Friday, December 30, 2022
5:00 p.m. Pacific Time**

Questions regarding the information contained in the RFP must be submitted electronically to the designated RFP contact, Lisa DeBrock at lisa.debrock@wshfc.org, no later than 5:00 PM Prevailing Pacific Time, December 27th, 2022.

Please email to:

Lisa DeBrock
lisa.debrock@wshfc.org
Washington State Housing Finance Commission
1000 Second Avenue, Suite #2700
Seattle, WA 98104-1046

**WASHINGTON STATE HOUSING FINANCE COMMISSION
REQUEST FOR PROPOSALS
SELLER SERVICER CONSULTANT**

INTRODUCTION AND BACKGROUND

ISSUING OFFICER

Lisa DeBrock
Director, Homeownership Division
1000 Second Avenue, Suite 2700
Seattle, Washington 98104-1046
(206) 287-4461 or (800) 767-4663
Lisa.debrock@wshfc.org

INTRODUCTION

The Washington State Housing Finance Commission (the “Commission”) is requesting proposals from highly professional, cooperative, and responsive consultants with in-depth knowledge of and proven track record with Fannie Mae and Freddie Mac. The Commission’s goal is to secure a consultant familiar with Fannie Mae and Freddie Mac seller servicing to help the Commission apply for approval as both a Fannie Mae and Freddie Mac seller servicer, and, eventually a Ginnie Mae seller servicer. We are accepting applications for one consultant or a team of consultants. Respondents who propose as a team must work collaboratively to ensure all aspects of the application process are covered. The consultant team is expected to evaluate and build the internal strengths of the Commission’s current operations and guide us to accomplish the goal.

This RFP identifies the services to be provided, the selection criteria, and the terms and conditions which will apply. The contractor or team of contractors selected in this process will be expected to provide the full scope of services described pursuant to this RFP. The Commission will only select a team of consultants if the team has submitted a joint proposal, that is, it will not mix and match responders to create a team.

The Commission shall bear no costs of or obligations to the proposing agency(s) in connection with responses to this RFP.

BACKGROUND INFORMATION

In an effort to meet affordable housing needs across the state, the Commission has developed innovative lending programs, established strategic partnerships, and incorporated successful marketing programs to deliver targeted, goal-oriented homeownership assistance, including a statewide homebuyer education program.

The Commission's main lending programs are known as the Home Advantage Program and the House Key Opportunity State Bond Program. These programs are targeted to assist low- and moderate-income citizens of Washington purchase homes. The Home Advantage and House Key Opportunity Programs are designed to support home buyers through a variety of means, including providing downpayment assistance to homebuyers who lack significant financial resources.

The Home Advantage and House Key Opportunity Programs provided over \$2.7 billion of financing in 8,494 loan purchases for fiscal year 2020-2021, and the Commission anticipates a high volume as well for 2021-2022 with an average loan amount of \$350,000. Approximately 18% of our total business is conventional. For the Home Advantage program, interest rates are set daily and fluctuate with the market on income eligible loans. The House Key Opportunity program operates in accordance with IRS guidelines and the Commission sells tax-exempt bonds and uses the proceeds to finance 30-year fixed rate mortgages to income eligible, first time homebuyers. All mortgages are currently purchased with servicing released by the Commission's loan servicer(s) from a network of participating mortgage lenders.

TIME PERIOD

The Commission expects to immediately start on next steps after award of the contract. In order for the Commission to implement the recommendations, the contract will be for the duration of the approval process, not to exceed two years with a one-year option to extend if needed, at the sole discretion of the Commission. The Commission will have the right to cancel at any time.

CONTRACT AMOUNT

Services will be performed on a time and material basis at hourly rates or on agreed upon project costs, as authorized.

TIME SCHEDULE FOR COMPLETION OF THIS RFP

Proposals Due: December 20, 2021 5:00 PM
Prevailing Pacific Time

Commission Approval of Selection: Monthly Commission Meeting after Interview

The Commission will review proposals and may follow up with virtual interviews at its discretion upon notification.

The Commission reserves the right to modify the time schedule, including extending the proposal due date, with notice to all potential proposers.

QUESTIONS

Questions regarding the information contained in the RFP must be submitted electronically to the designated RFP contact, Lisa DeBrock at lisa.debrock@wshfc.org, no later than 5:00 PM Prevailing Pacific Time, December 17, 2021. All questions will be answered and posted on the Commission's website at www.wshfc.org.

There will be an attempt to answer questions and post the answer to such questions received after the above date but responses will not be guaranteed.

SUBMISSIONS

All submissions should be made electronically to the Commission to: lisa.debrock@wshfc.org

***ALL MATERIALS MUST BE SUBMITTED ELECTRONICALLY
NO FACSIMILE (FAX) TRANSMITTED PROPOSALS WILL BE ACCEPTED.***

Late Submissions: A proposal shall be considered late if received at any time after 5:00 p.m., Prevailing Pacific Time, December 20, 2021. Proposals received after the specified time WILL NOT be given further consideration.

Prior to the date and time designated for receipt of proposals, any proposal may be modified or withdrawn by email notice to Lisa.debrock@wshfc.org. Such notice shall be delivered on or before the date and time set for receipt of proposals.

As of the date of this request and except as provided in this paragraph, there shall be no ex parte communication with Commissioners, staff, or others participating in the selection process except as set forth below in this paragraph. Any such ex parte communications shall be grounds for disqualifying the Proposer. All communications concerning the selection process should be addressed to Lisa DeBrock, Homeownership Director, Washington State Housing Finance Commission, (206) 287-4461 or lisa.debrock@wshfc.org.

By submitting a proposal, Proposers agree that they waive any claim against the Commission, the State of Washington, and their respective officers, employees, and agents for the recovery of any costs or expenses incurred in preparing and submitting a proposal or participating in an interview, if required.

CRITERIA FOR EVALUATING PROPOSALS

The Commission's staff will evaluate all proposals and recommend to the Commission the proposal that staff believes to be in the best interest of the Commission. Price will not be the sole determining factor in the selection of a proposal/bid. The Commission shall not be obligated to award a contract pursuant to this Request for Proposal and may reject any or all proposals.

Principal considerations will be:

1. Demonstrated experience in preparing applications and obtaining Fannie Mae and Freddie Mac, servicer numbers as well as experience with quality control procedures.
2. Demonstrated successful experience in working with housing finance agencies ("HFAs").
3. Demonstrated track record providing outstanding customer service.
4. Although cost will not be the sole determining factor in the selection of a proposal, it will be considered.

SCOPE OF SERVICES TO BE PERFORMED

We expect the consultant to assist us through to GSE approval and in all the following activities:

General Activities

- Evaluate the current internal operational strengths of the Commission to advise on next steps to successfully apply for seller servicer numbers.
- Assist the Commission to set up and implement policies and procedures and hire or outsource services and systems as needed.
- Prepare application for the Commission's own Fannie Mae and Freddie Mac certifications, and other certifications, if and as applicable.
- Report to Commissioners on findings at a Commission Board meeting, if and as requested.
- Other activities as mutually agreed upon by the consultant and the Commission.

CONTRACT GENERAL TERMS AND CONDITIONS

The successful applicant(s) will be expected to enter into a contract generated by the Commission in accordance with guidelines provided by the State of Washington, including its general terms and conditions and other standard provisions customary to such services agreements. In no event is the applicant(s) to submit its own standard terms and conditions in response to this procurement. The applicant(s) may submit exceptions to the general terms and conditions. The Commission will review requested exceptions and accept or reject the same in its sole discretion.

Insurance Coverage

The selected contractor is to furnish the Commission with a certificate(s) of insurance executed by a duly authorized representative of each insurer, demonstrating appropriate professional liability insurance or errors and omissions insurance, if available to the contractor.

Proprietary Information/ Public Disclosure

All proposals will become the property of the Commission and will not be returned to the proposer.

All proposals received shall remain confidential until the contract is awarded. If any contract resulting from this RFP is signed by the Executive Director of the Commission and the apparent successful contractor, the proposals shall be deemed public records as defined in RCW 42.17.250 to 42.17.340, "Public Records."

Any information in the proposal that the contractor desires to claim as proprietary and exempt from disclosure under the provisions of RCW 42.17.250 to 42.17.340 must be clearly designated. The page must be identified and the particular exception from disclosure upon which the contractor is making the claim. Each page claimed to be exempt from disclosure must be clearly identified by the word “Confidential” printed on the lower right-hand corner of the page.

The Commission will consider a contractor’s request for exemption from disclosure; however, the Commission will make a decision predicated upon Chapter 42.17 RCW and Chapter 143-06 of the Washington Administrative Code. Marking the entire proposal exempt from disclosure will not be honored. The contractor must be reasonable in designating information as confidential. If any information is marked as proprietary in the proposal, such information will not be made available until the affected proposer has been given an opportunity to seek a court injunction against the requested disclosure.

A charge will be made for copying and shipping public records, as outlined in RCW 42.17.300. 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.

PROPOSER QUESTIONNAIRE

PROPOSAL INSTRUCTIONS

Letter of Transmittal

Attach a letter of transmittal, which includes the following information:

1. Contact name, business name, business address, telephone number, fax number and e-mail address of interested proposer(s);
2. Date of proposal;
3. A statement that the proposal is valid for 2 months after the deadline for submission of proposals; and,
4. A signature of the officer or employee who certifies that he or she has the authority to bind the interested proposer(s).

Proposal

The proposal should address all the “Criteria for Evaluating Proposals” outlined in this RFP and answer the following:

1. State full name and address of your institution and identify the parent company if you are a subsidiary. Specify the branch office or other subordinate organization which will perform, or assist in performing, the work to be performed. Indicate whether you operate as a partnership, corporation, or sole proprietorship. Applicants are responsible for

ensuring that they have met all necessary Washington State requirements to conduct business in the state. Selection of an applicant by the Commission does not confer any rights to do business in the state.

2. State full name and address of contact of individual who be responsible for our account as applicable.
3. Provide resumes (not to exceed 2 pages) of the specific individual who would be assigned to work with the Commission, the estimated percentage of time each person would devote to the Commission, the nature of work that each person would perform, and where each person would be located. Include your experience with HFA's, Fannie Mae, Freddie Mac, and others as applicable.
4. Please provide examples of your experience supporting other clientele who seek to apply for their own seller servicer numbers.
5. Describe your experience in writing on reviewing policies and procedures especially those needed for Fannie Mae, Freddie Mac, and other approvals as they relate to underwriting, vendor oversight, internal audit, disaster recovery, business continuity, appraisal management, anti-fraud, sub-servicer monitoring and investor accounting.
6. Provide a list of other HFA, nonprofit or other similar clients within the past 24 months along with a brief description of the project. Provide examples of challenges and creative solutions accomplished in implementing a plan.
7. Please provide three (3) client references from similar in scope lending institutions, housing finance agencies, or others you have assisted. Please provide the name, email address, address and telephone, for each described, as well as the type of engagement. List only engagements that are pertinent to the staff who will be assigned to this contract. Your references should attest to your past history in meeting schedules, timelines, budgets, cooperation with the contracting agency, and the performance of quality of work.
8. All program manuals and forms are located and maintained on the Commission's website. Please review these documents at <http://www.wshfc.org/sf/downloads.html> by clicking on Program Manuals and Forms Download Areas and indicate how you would utilize these documents in this process.
9. Describe your approach to project management and the ability to design and execute the plan in a timely manner.
10. Assuming the Commission wanted to obtain the Fannie Mae approval first, provide an estimated timeline that describes how long it will take to accomplish the goal and possible contingencies that may arise in meeting the timeline

Fee Proposal

1. What is your fee?
2. If hourly, provide a timeline and action plan for next steps to apply for seller services numbers, as applicable. Please provide list of activities an estimate of hours and fee for each activity. Please provide a total fee under this scenario.
3. What guarantees will you provide to the Commission to stay within your designated budget?

Commission Perspective

The Commission reserves the right to request additional information from any applicant to assist the Commission in understanding or clarifying the terms of any proposal.

The Commission reserves the right to obtain from any and all sources information concerning a proposing institution's products, services, personnel or subcontractors that the Commission deems pertinent to this RFP and to consider such information in evaluating the institution's proposal.

The Commission reserves the right to waive minor deficiencies in a proposal. The decision as to whether a deficiency will be waived or will require the rejection of the proposal will be solely within the discretion of the Commission. Applicants are cautioned that failure to comply with or respond to any part of this RFP that requires a response may result in rejection of proposals.

The Commission reserves the right to investigate references and past performance of any proposing agency with respect to its performance of similar services, compliance with the RFP and contractual obligations, and its lawful payment of suppliers, subcontractors and workers. The Commission may postpone award or execution of the contract after the announcement of the apparent successful proposing agency in order to complete an investigation. The Commission reserves the right to reject any proposal at any time prior to execution of a contract.

The Commission has the sole discretion and reserves the right to reject any and all proposals received in response to this RFP and to cancel this solicitation if it is deemed in the best interest of the Commission to do so. Issuance of this RFP in no way constitutes a commitment by the Commission to award a contract, or to pay an applicant's costs incurred either in the preparation of a response to this RFP or during negotiations for services. The Commission also reserves the right to make amendments to this RFP by giving written notice to applicants, and to request clarification, supplements and additions to the information provided by an applicant.

By submitting a proposal in response to this solicitation, applicants understand and agree that any selection of an applicant or any decision to reject any or all responses shall be at the sole discretion of the Commission. Additionally, by submitting a proposal, applicants agree that they waive any claim against the Commission, the State of Washington, and their respective officers, employees, and agents for the recovery of any costs or expenses incurred in preparing and submitting a proposal.

The Commission shall not be required to accept any proposal solely on the basis that it contains the lowest price for completion of the work contemplated by this RFP and the Commission reserves the right to negotiate the final contract price.

Debriefing of Unsuccessful Contractors

Applicants whose proposals have not been selected for further consideration will be notified via e-mail. Only applicants who have submitted a proposal under the criteria established by the Commission may protest the rejection of a proposal and request a debriefing. Upon request a debriefing will be scheduled with an unsuccessful applicant. The request for a debriefing must be received by the RFP Coordinator within three (3) business days after the Notification of Unsuccessful Bidder Letter is e-mailed to the bidder. The debriefing must be held within three (3) business days of the request. Discussion will be limited to a critique of the requesting applicant's proposal. 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.

Protest Procedures

All protests, either against the solicitation or the award, must be in writing or contain the original signature of the protesting party or authorized agent. Such protests must state all facts and arguments on which the protesting party is relying as the basis for its action. Copies of the protest must be mailed or hand-delivered to the office of the Commission.

Protests against the solicitation must be received by the Commission in writing no later than 5:00 PM Prevailing Pacific Time two (2) business days prior to the date proposals are due. Filing of a protest against the solicitation does not entitle the protesting party to an extension of time for submitting its proposal.

Protest involving the rejection of a proposal must be received by the Commission in writing no later than 5:00 PM Prevailing Pacific Time on the fifth (5th) business day following the interested applicant(s)'s receipt of the notice of rejection, whether oral or written, or the announcement of the apparent successful interested applicant(s), whichever occurs first. Only those who are eligible to submit a proposal under the criteria established by the Commission may protest the rejection of a proposal.

The Executive Director of the Commission will consider the record and all facts available and issue a decision within five (5) business days from receipt of the protest unless additional time is required, in which case the protesting party will be notified by the Commission. The decision of the Executive Director will be final.