



**CONTRACT # HBE-459  
FOR INFORMATION TECHNOLOGY AND PROFESSIONAL SERVICES**

**BETWEEN  
WASHINGTON HEALTH BENEFIT EXCHANGE  
AND  
V GROUP, INCORPORATED**

This Contract is made and entered into by and between the Washington Health Benefit Exchange, hereinafter referred to as "WAHBE", and V Group, Incorporated, hereinafter referred to as "Contractor".

**SPECIAL TERMS AND CONDITIONS**

**1. SCOPE OF WORK**

- A.** Exhibit A, attached hereto and incorporated by reference, contains the *General Terms and Conditions* governing the Work to be performed under this Contract, the nature of the working relationship between WAHBE and Contractor, and specific obligations of both parties.
- B.** Contractor shall provide services and staff as described in Exhibit B, Statement of Work, and otherwise do all things necessary for or incidental to the performance of Work, as set forth in Exhibit B, Statement of Work, and any executed Work Order, attached hereto and incorporated by reference herein, and any other Statement of Work entered into by the parties under this Contract.
- C.** Under no circumstances will Contractor perform any work until this Contract has been fully executed by both parties. Any work performed without a properly executed Contract and Work Order will be at the Contractor's risk. WAHBE is under no obligation to pay for work performed without properly executed authorization.

**2. PERIOD OF PERFORMANCE**

- A. Contract.** The initial period of performance under this Contract will be from March 1, 2020 or from the date of execution by both parties, whichever is later, through June 30, 2022, unless sooner terminated as provided herein. WAHBE may extend this Contract through June 30, 2025, in whatever time increments WAHBE deems appropriate.

Prior Contractor performance will be considered when offering Contract extensions. Project Evaluation Forms and other written documentation may be used to evaluate performance. Any Contract extension offer will be made at WAHBE's sole discretion.

- B. Work Orders.** The term of any Work Order executed pursuant to this Contract will be set forth in the Work Order.

Work Orders or Work Order extensions must be entered into prior to the expiration or termination of this Contract and may include a term no longer than six months after Contract termination.

Regardless of Contract expiration or termination, all terms and conditions of this Contract shall remain in effect for any Work Order or Work Order extension entered into under this Contract.

### 3. **PRICING AND ADJUSTMENT**

Prices for work shall not be subject to increase throughout the Contract period unless agreed to in writing by WAHBE. Should WAHBE decide to extend the Contract as permitted above, rates may be negotiated for adjustments in pricing for any subsequent terms; however, rate increases may not exceed the current Consumer Price Index at the time of the request or up to a maximum 5% increase on the current pricing, whichever is lower.

For purposes of this section, "Consumer Price Index" shall mean The Consumer Price Index for All Urban Consumers (CPI-U); U.S. City Average; All items, not seasonally adjusted, 1982–1984=100 reference base.

### 4. **COMPENSATION**

**A. Maximum Compensation.** The maximum compensation, which includes any allowable expenses, payable to Contractor for acceptance (as described below) of the Deliverables under this Contract shall not exceed **One Million, Two Hundred Ninety-Six Thousand, and No/100ths Dollars (\$1,296,000.00)** (the "Maximum Compensation").

Contractor's compensation shall be based on the rates established in Exhibit B for all services performed under the authority of this contract and any resulting Work Order.

**B. No Additional Compensation.** Contractor and WAHBE agree that timely completion by Contractor of all work and delivery of any Deliverables and other work products shall be critical, that time shall be of the essence for Contractor's performance of its work, and that no additional compensation shall be paid unless work is expanded under the Statement of Work (Exhibit B) by an Amendment executed by authorized representatives of Contractor and WAHBE or in a subsequent Statement of Work.

#### **C. Expenses.**

(1) Except as otherwise indicated in this Section, expenses for Contractor to provide WAHBE with estimates or quotes for additional activities or services will not be authorized. Under special circumstances, Contractor may receive payment for such expenses as authorized in advance by WAHBE and provided in a Statement of Work.

(2) Except as otherwise indicated in this Section, travel or per diem to or from the Olympia, Washington area will not be authorized. Under special circumstances, Contractor may receive reimbursement for travel and other expenses as authorized in advance by WAHBE as reimbursable and stated in the Statement of Work.

(3) Such expenses may include airfare (economy or coach class only), other transportation expenses, and lodging and meals necessary during periods of required travel. Contractor shall receive compensation for travel expenses in accordance with the terms of The Federal General Services Administration (GSA) Travel Policy and the WAHBE Travel Reimbursement Policy and Procedures.

#### **D. Monthly Workstation Usage Fee.**

For Resources in which onsite presence at WAHBE is required, WAHBE will provide each Resource with an assigned workstation. Contractor agrees to provide WAHBE a monthly workstation usage fee, as follows:

(1) **Applicability.** Workstation usage fees shall not apply to the first 90 calendar days of any Work Order. The monthly workstation usage fee shall begin on the 91st calendar day of any applicable Work Order, and the first day of any applicable Work Order extension.

(2) **Fee.** Contractor shall credit WAHBE in the amount of \$417.00 per Workstation per calendar month.

In the event of early termination, Contractor may prorate the Workstation Fee in the amount of \$13.71 per calendar day; from the first calendar day of the month through the date of termination.

(3) Contractor shall provide credit to WAHBE by recording a line item entitled "Workstation Usage Fee Credit" on each Resource's monthly invoices. Workstation Fees may not be credited as a separate credit memo.

## 5. **INVOICES AND BILLING PROCEDURES**

**A. Initial Set Up.** Contractor shall complete and submit both an [IRS form W-9, Request for Taxpayer Identification Number and Certification](#) and an [ACH Enrollment Form](#) to WAHBE at [finance@wahbexchange.org](mailto:finance@wahbexchange.org) within five (5) business days of Contract execution.

If unable to receive electronic payment (ACH), Contractor must email WAHBE at [finance@wahbexchange.org](mailto:finance@wahbexchange.org) to request other payment options.

### **B. Invoice Requirements.**

(1) Contractor shall only submit invoices for the services or Deliverables authorized in this Contract. Invoices must fully describe and document, to WAHBE's satisfaction, all work performed, project progress, and fees incurred. Invoices shall be submitted electronically to WAHBE at [finance@wahbexchange.org](mailto:finance@wahbexchange.org).

(2) Invoices must include Contract reference number **HBE-459**. This Contract number must appear on the first page of all invoices, bills of lading, packages, and correspondence relating to this Contract. If pre-approved expenses are invoiced, a detailed breakdown of each type must be provided. Any single expense in the amount of \$50.00 or more must be accompanied by a receipt to receive reimbursement. WAHBE will return incorrect or incomplete invoices to Contractor for correction and reissue.

(3) Contractor shall submit invoices to WAHBE not more often than monthly. If invoices are submitted less frequently than monthly, Contractor shall provide a monthly estimate of fees incurred. Invoices and estimates, as applicable, shall be submitted to WAHBE at [finance@WAHBExchange.org](mailto:finance@WAHBExchange.org).

**C. Invoice Review and Acceptance.** All invoices shall be reviewed and must be approved by the WAHBE Contract Manager identified in Section 6, or his/her designee, prior to payment. In addition, the WAHBE Finance Team shall review all invoices prior to payment to ensure the Maximum Compensation is not exceeded.

### **D. Payment.**

(1) WAHBE shall make payment to Contractor within thirty (30) calendar days of receipt and acceptance of specified Deliverables and authorized services, and accompanying properly executed invoices, subject to WAHBE's exercise of its remedies.

- (2) Upon expiration or earlier termination of the Contract, any claims for payment for amounts that are due and payable under this Contract and that are incurred prior to the expiration or termination date must be submitted by Contractor to WAHBE within sixty (60) calendar days of Contract expiration or termination. Belated claims shall be paid at the discretion of WAHBE and are contingent upon available funds.
- (3) WAHBE may, in its sole discretion, suspend this Contract or withhold payments claimed by Contractor for services rendered and Deliverables provided if Contractor fails to satisfactorily comply with any term or condition of this Contract.

## **6. WORK ORDER**

WAHBE will utilize the following Work Order process to request and initiate specific work:

- A.** WAHBE will submit a Work Request form, substantially in the format of Exhibit G, to one or more Contractor.
- B.** Contractor must provide a written response by the deadline provided in the request. The response shall include at a minimum:
  - (1) confirmation of capacity/ability to provide the requested Resource(s).
  - (2) resume(s) of individuals with the necessary skills and experience and availability needed to satisfy the Work Request (i.e. – Contractor’s proposed Resource(s)).
- C.** WAHBE will notify Contractor of candidates selected for an interview; which are typically conducted by WAHBE via Skype for Business or telephone.
- D.** WAHBE may also request references and conduct reference checks as part of the selection process.
- E.** WAHBE will select the Contractor which, in WAHBE’s sole opinion, is able to provide Resource(s) which best meet the needs of the project. There is no appeal of a Work Order award.
- F.** If selected, Contractor shall provide the following documents to the WAHBE Contracts Office at [contracts@wahbexchange.org](mailto:contracts@wahbexchange.org):
  - (1) background check verification (BCV) for the applicable Resource, in accordance with Sample Contract, Exhibit A – General Terms and Conditions, Section 8; and
  - (2) a Resource-signed Non-Employee Agreement on Nondisclosure of Confidential Information (Exhibit E).
- G.** Once BCV and Non-Employee Agreement on Nondisclosure of Confidential Information are received, WAHBE shall create a Work Order to be executed by WAHBE and the Contractor via DocuSign.
- H.** No billable activity may take place prior to execution of the Work Order.

## **7. CONTRACT MANAGEMENT**

- A.** Contractor shall assign to the Contract a Contract Manager of a management level sufficient to assure timely responses from all Contractor personnel. Contractor’s proposed Contract Manager’s resume and qualifications shall be reviewed and approved by WAHBE prior to his or her appointment as Contract Manager. The approval process may include, at WAHBE’s discretion, an interview with the proposed original or any replacement Contract Manager. The

Contractor Contract Manager shall be responsible for acting as a liaison with the WAHBE Contract Manager.

- B.** Contractor represents and warrants that the Contractor Contract Manager shall be fully qualified to perform the tasks required of that position under this Contract. The Contractor Contract Manager shall be able to make binding decisions pursuant to this Contract and approve Statements of Work for Contractor.
- C.** WAHBE can change its Contract Manager in its sole discretion. The Contractor Contract Manager shall not be changed from the person proposed in the Proposal. If the Contractor Contract Manager is replaced, Contractor will promptly (but in no event more than ten calendar days) provide notice to WAHBE, submit a resume, and obtain approval of the replacement Contractor Contract Manager from WAHBE, prior to his or her beginning work on the Project. Contractor shall temporarily fill the Contractor Contract Manager within seven (7) calendar days of it being vacated and shall fill the position with a permanent fulltime replacement within forty-five (45) calendar days of the Contractor Contract Manager's removal.
- D.** The Contract Manager for each of the parties shall be the contact person for all communications and billings regarding the performance of this Contract:

<b>Contractor Contract Manager:</b>	<b>WAHBE Contract Manager:</b>
Brijesh Ravi	Rick Ketchledge, Software Quality Manager
379 Princeton-Hightstown Rd, Building 3, Suite 2A	810 Jefferson Street SE
Cranbury, NJ 08512	Olympia, WA 98501-1417
Phone: (609) 371-5400	Phone: (360) 688-7857
Email: <a href="mailto:wabids@vgroupinc.com">wabids@vgroupinc.com</a>	Email: <a href="mailto:rick.ketchledge@wahbexchange.org">rick.ketchledge@wahbexchange.org</a>

## 8. **NOTICES**

- A.** Any notice or other communication required or permitted to be given under this Contract or applicable law shall be effective if and only if it is in writing, properly addressed, and either delivered in person, or by a recognized courier service, or deposited with the United States Postal Service as certified mail, postage prepaid, return receipt requested, or by electronic mail, to the parties at the addresses and e-mail addresses provided in Section 6 and the following parties:

<b>Notice Contact(s) for Contractor:</b>	<b>Notice Contact(s) for WAHBE:</b>
Ankin Shah	General Counsel
379 Princeton-Hightstown Rd, Building 3, Suite 2A	810 Jefferson Street SE
Cranbury, NJ 08512	Olympia, WA 98501-1417
Phone: (609) 371-5400	Phone: (360) 688-7700
Email: <a href="mailto:accounts@vgroupinc.com">accounts@vgroupinc.com</a>	Email: <a href="mailto:leah.hole-marshall@wahbexchange.org">leah.hole-marshall@wahbexchange.org</a>
	Contracts Office
	810 Jefferson Street SE
	Olympia, WA 98501-1417
	Phone: (360) 688-7700
	Email: <a href="mailto:contracts@wahbexchange.org">contracts@wahbexchange.org</a>

B. The notice address provided herein may be changed by notice given as provided above.

**9. PROHIBITION AGAINST NON-COMPETES**

Contractor shall not utilize non-compete clauses, covenants, or other employment provisions that prohibit Resources from applying for employment with WAHBE. Contractor agrees that non-compete provisions for any Resource performing services under a WAHBE Work Order are not enforceable for any subsequent employment with WAHBE.

**10. LEGAL AND REGULATORY COMPLIANCE**

During the term of this Contract, Contractor shall comply with all State, Federal laws, rules, regulations and codes, in addition to WAHBE policies and standards applicable to the contracted staff or Contractor's performance of the Services. During the term of the Contract if either party becomes aware of changes in any applicable federal or State laws, regulations, or codes that have an impact on the performance of the Services or Deliverables or WAHBE's use of the Services or Deliverables, that party will timely notify the other of such changes and the parties will work together to identify the impact of such changes on how WAHBE uses the Services or Deliverables.

**11. ASSURANCES**

WAHBE and Contractor agree that all activity pursuant to this Contract will be in accordance with all the applicable current federal, state and local laws, rules, and regulations.

**12. ORDER OF PRECEDENCE**

Each of the Exhibits listed below is by this reference hereby incorporated into this Contract. 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 as contained in this Contract
- Exhibit A – General Terms and Conditions
- Exhibit B – Statement(s) of Work
- Exhibit C – Federal Certifications and Assurances
- Exhibit D – Data Security and Reporting Requirements
- Exhibit E – Agreement on Nondisclosure of Confidential Information
- Exhibit F – Subcontractor Utilization Statement
- RFQQ HBE 19-003, released August 27, 2019
- Contractor's Proposal in Response to RFQQ HBE 19-003, dated October 21, 2019
- Contractor's clarifications received via email by WAHBE on October 30, 2019 at 12:40pm PST
- Any other provision, term or material incorporated herein by reference or otherwise incorporated.

**13. ENTIRE CONTRACT**

This Contract, including referenced Exhibits and other items in Section 12, represents all the terms and conditions agreed upon by the parties. No other understandings or representations, oral or otherwise, regarding the subject matter of this Contract shall be deemed to exist or to bind any of the parties hereto.

**14. CONFORMANCE**

If any provision of this Contract violates any statute or rule of law of the State of Washington, it is considered modified to conform to that statute or rule of law.

**15. APPROVAL**

This Contract shall be subject to the written approval of WAHBE’s authorized representative and shall not be binding until so approved. The Contract may be altered, amended, or waived only by a written Amendment executed by both parties.

THIS CONTRACT is executed by the persons signing below who warrant that they have the authority to execute.

**V GROUP, INCORPORATED**

DocuSigned by:  
*Brijesh Ravi* 2/25/2020  
 Signature Date  
 Brijesh Ravi Manager - IT Consulting Services  
 Full Name Title  
 602-555-229  
 Washington State UBI Number

**WASHINGTON HEALTH BENEFIT EXCHANGE**

DocuSigned by:  
*Ben Labeille* 2/26/2020  
 Signature Date  
 Ben Labeille Interim CIO  
 Full Name Title

## EXHIBIT A – GENERAL TERMS AND CONDITIONS

### 1. DEFINITIONS

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

- A.** “Amendment” means a mutually agreed, formal change made to the Contract. A Modification may also be referred to as a “modification”.
- B.** “Change Order(s)” means a response to a Change Request that is a written, signed agreement that modifies, deletes or adds to the Deliverables or Services, in whole or in part, made in accordance with the terms of Section 10.B.
- C.** “Change Request” means a written form substantially in the form of Schedule 4 Change Request Form, used to initiate a modification to the Deliverables or Services, in whole or in part, made in accordance with the terms of Section 10.A.
- D.** “Claim” 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 destruction of tangible property including loss of use resulting therefrom.
- E.** “Confidential Information” means information that may be exempt from disclosure to the public or other unauthorized persons under either RCW 42.56 or other federal or state laws. Confidential Information includes, but is not limited to, Personal Information, Personally Identifiable Information (PII), and information subject to Exhibit D.
- F.** “Contractor” means that firm, provider, organization, individual or other entity performing service(s) under this Contract; and shall include all employees of the Contractor.
- G.** “Contractor Technology” means intellectual property owned by Contractor prior to the Effective Date or developed and owned by Contractor outside the scope of this Contract (including modifications, enhancements or improvements thereto), including Contractor’s proprietary methodologies, project management and other tools, deliverable examples, procedures, processes, techniques, data models, templates, general purpose consulting and software tools, utilities, and routines.
- H.** “Corrective Action Plan” means the detailed written plan required by WAHBE to correct or resolve a Defect or breach by Contractor.
- I.** “Defect” means a failure to conform to requirements and specifications established by WAHBE.
- J.** “Force majeure” means an occurrence that causes a delay that is beyond the reasonable control of the party affected and could not have been avoided by exercising reasonable diligence. Force majeure shall include acts of war, riots, strikes, fire, floods, windstorms, epidemics, or other similar occurrences.
- K.** “Materials” means all items in any format and includes, but is not limited to, Deliverables (as defined in the Special Terms and Conditions), data, reports, documents, pamphlets, advertisements, books, magazines, surveys, studies, computer programs, films, tapes, and/or sound reproductions.
- L.** “Personally Identifiable Information” or “PII” means any information which can be used to distinguish or trace an individual’s identity whether alone or in combination with other personal or identifying information linked or linkable to a specific individual.
- M.** “Personal Information” means 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, and other information that may be exempt from disclosure under either chapter 42.56 RCW or other state and federal statutes.



- N. "Subcontractor" means one who is not in the employment of the Contractor and who is performing all or part of those services under this Contract or under a separate contract with the Contractor. The terms "Subcontractor" and "Subcontractors" means Subcontractor(s) in any tier.
- O. "WAHBE" means the Washington Health Benefit Exchange, any division, section, office, unit or other entity of WAHBE, or any of the officers or other officials lawfully representing WAHBE.

## **2. ACCEPTANCE PROCESS**

- A. WAHBE shall have the right to review the Deliverables following Contractor's delivery of each to WAHBE to determine whether the Deliverables have Defects or fail to meet WAHBE's satisfaction, and within 10 business days, either: reject a Deliverable if it has Defects or fails to meet WAHBE's satisfaction; or to accept each Deliverable if it has no such Defects and meets WAHBE's satisfaction. If WAHBE rejects the Deliverable, Contractor shall, promptly correct all such Defects and, thereafter, WAHBE shall again review the Deliverables.
- B. If Contractor is not able to correct all Defects in the Deliverables and have them meet WAHBE's satisfaction within 30 calendar days following their receipt by WAHBE, WAHBE shall have the right to: (a) continue reviewing the Deliverable and require Contractor to continue until Defects are corrected or eliminated; (b) request Contractor to provide, at its expense, a replacement Deliverable for further review; (c) set-off from the amounts for such Deliverable to the extent WAHBE determines the Defects for the Deliverable have not been corrected and provide Acceptance for the applicable Deliverable; or (d) after completion of the process set forth in this Section and providing notice of default to Contractor, terminate this Contract. In the event of any such termination, Contractor shall return all payments previously made to Contractor under this Contract for such Deliverable.

## **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 WAHBE.

## **4. AMENDMENTS**

This Contract may be amended, or modified, 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.

## **5. AMERICANS WITH DISABILITIES ACT (ADA) OF 1990**

Contractor must comply with 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; and prohibits discrimination on the basis of disability.

## **6. ASSIGNMENT**

Contractor may not assign or transfer this Contract or any of its rights or claims hereunder, or delegate any of its duties hereunder, without the prior written consent of WAHBE, provided that any permitted assignment shall not operate to relieve Contractor of any of its duties and obligations hereunder, nor shall such assignment affect any remedies available to WAHBE that may arise from any breach of the provisions of this Contract or warranties made herein including but not limited to, rights of setoff.

WAHBE may assign this Contract in whole or in part without the consent of Contractor. Any attempted assignment, transfer or delegation in contravention of this Section of the Contract shall be

null and void. This Contract shall inure to the benefit of and be binding on the parties hereto and their permitted successors and assigns.

**7. ATTORNEYS' FEES**

In the event of litigation or other action brought to enforce Contract terms, each party agrees to bear its own attorney fees and costs.

**8. BACKGROUND CHECKS**

**A.** Due to the confidential nature of the information and materials accessible to Contractor, Contractor shall conduct State and Federal criminal background checks for all Staff to be used to provide services under this Contract. Contractor is responsible for the cost of the State and Federal criminal background checks. Background checks must, at a minimum, include the following searches/records:

- (1) Social Security Number Trace (Name and Address History);
- (2) Social Security Number Validation;
- (3) Multi-State (National) Criminal History Search;
- (4) National Sex Offender Search;
- (5) County Criminal Record Search;
- (6) Federal District Court Criminal Search; and
- (7) Watch list search – OFAC, OIG, SAM, and America’s most wanted fugitive list

**B.** Contractor shall provide written (email acceptable) confirmation of completed background checks to the WAHBE Contracts Office at [contracts@wahbexchange.org](mailto:contracts@wahbexchange.org) for review and approval of proposed Staff at least five (5) business days prior to Contract execution and at least five business days prior to the start of any new or replacement Staff. Contractor shall not provide proposed Staff’s full background check report(s). Contractor Staff shall not access the WAHBE property prior to receiving approval from the WAHBE Contracts Office.

**C.** Contractor, or any Contractor Staff, with access to WAHBE’s FTI data shall complete a Federal Fingerprint background check in addition to the background check requirements provided in Section 8.A.

**D.** WAHBE reserves the right to conduct additional reference checks and/or background checks on Contractor staff and Subcontractors to be used to perform the Work at WAHBE’s expense.

**E.** Convictions involving fraud, dishonesty or breach of trust, manufacturing or selling illegal drugs, violence against persons, electronic data tampering, data theft or unauthorized access are grounds for rejection of Contractor Staff and/or Subcontractors. WAHBE reserves the right in its sole discretion to audit background check results for compliance and to reject any proposed staff as a result of information produced by such background checks or additional sources of information.

**F.** Initial staff background checks provided by the Contractor must be current (no more than 180 days old). Background checks must be updated and provided to WAHBE before any Contract extensions will be considered.

**G.** Contractor agrees to cooperate fully with WAHBE in completion of this requirement. Results of the investigation and/or failure of Contractor to cooperate fully may be grounds for termination of this Contract.

**9. CLAIMS**

Any claims, other than claims for payment of services rendered, must be submitted to WAHBE within the earlier of twelve (12) months of the date upon which Contractor knew of the existence of the claim or twelve (12) months from expiration or termination of the Contract. No claims shall be

allowed unless Notice of such claim has been given within this time period. Failure of Contractor to submit its claim within the time allowed shall result in such claims being waived and forever barred.

## **10. CHANGE ORDER PROCESS**

### **A. Change Requests**

- (1) WAHBE may request changes within the scope of the Contract at any time by a written Change Request. Such changes may include, without limitation, revisions to Deliverables or Services.
- (2) Contractor shall respond in writing to a Change Request within 15 calendar days of receipt, advising WAHBE of any cost and Schedule impacts. When there is a cost impact—either increase or decrease in Charges or Purchase Prices—Contractor shall advise WAHBE in writing of the increase or decrease involved, including a breakdown of the number of Contractor Staff hours and WAHBE Staff hours by level of personnel needed to effect this change.
- (3) The Contractor Contract Manager and the WAHBE Contract Manager shall negotiate in good faith and in a timely manner as to the price for change orders and the impact on the Schedule of any Change Request.
- (4) Contractor may also submit a Change Request to WAHBE to propose changes that should be made within the scope of the Contract. Any such Change Request shall include proposed costs and Schedule impacts, including a breakdown of the number of Contractor Staff hours and WAHBE Staff hours by level of personnel needed to effect this change. WAHBE will respond to such Change Requests from Contractor within 20 calendar days of receipt.

### **B. Change Orders**

- (1) If the parties reach agreement in writing on a Change Request and the resulting Change Order is executed by authorized representatives of the parties, the terms of this Contract shall be modified accordingly.
- (2) If the parties are unable to reach an agreement in writing on a Change Request submitted by Contractor, the WAHBE Contract Manager will be deemed to have rejected the requested Change Request.
- (3) The parties must execute a formal Contract Amendment for any Change Order that increases or decreases the Maximum Amount.
- (4) Nonfinancial Change Orders may be approved in writing by the WAHBE Contract Manager. A fully-executed copy of the Change Order must be provided to WAHBE Contracts at [contracts@wahbexchange.org](mailto:contracts@wahbexchange.org).
- (5) In no event shall the Charges or Purchase Prices increase, nor shall the Schedule be extended in a Change Order, to correct errors or omissions in the Proposal.

### **C. Termination**

If Contractor fails or refuses to perform its Services pursuant to a Change Order, Contractor shall be in material breach of this Contract, and WAHBE shall have the right to terminate the Contract for such breach.

## **11. CONFIDENTIALITY/SAFEGUARDING OF INFORMATION**

- A.** Contractor and its Subcontractors shall not use or disclose any WAHBE Confidential Information, including but not limited to Personal Information and PII, for any purpose not directly connected with its performance under or the administration of this Contract, except with prior written consent of WAHBE, or as may be required by law.
- B.** Personal Information and PII collected, used, or acquired relating to this Contract shall be protected against unauthorized use, disclosure, modification or loss. Contractor shall ensure its directors, officers, employees, Subcontractors or agents use Personal Information solely for

the purposes of accomplishing the services set forth herein. Contractor and its Subcontractors agree not to release, divulge, publish, transfer, sell or otherwise make known to unauthorized persons Personal Information or PII without the express written consent of WAHBE or as otherwise required by law.

## **12. CONFLICT OF INTEREST**

- A.** Notwithstanding any determination by the Executive Ethics Board or other government tribunal, WAHBE may, in its sole discretion, by written notice to the Contractor terminate this Contract if it is found after due notice and examination by WAHBE's CEO that there is a violation of the Ethics in Public Service Act, Chapter [42.52 RCW](#); or any similar statute involving the Contractor in the procurement of, or performance under this Contract and Contractor fails to cure such violation within ten calendar days of receipt of notice from WAHBE.
- B.** In the event this Contract is terminated as provided above, WAHBE 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 WAHBE provided for in this clause shall not be exclusive and are in addition to any other rights and remedies provided by law. The existence of facts upon which the CEO makes any determination under this clause shall be an issue and may be reviewed as provided in the "Disputes" clause of this Contract.

## **13. COOPERATION OF PARTIES**

Contractor and WAHBE agree to fully cooperate with each other in connection with the performance of their respective obligations under this Contract. WAHBE may undertake or award supplemental Contracts for work related to this Contract. Contractor shall fully cooperate with any such supplemental contractors hired by WAHBE including, but not limited to: Auditors; Quality Assurance personnel; and Independent Validation and Verification vendors. Full cooperation includes Contractor providing access to personnel, project materials and other information reasonably available.

## **14. CORRECTIVE ACTION PLANS**

- A.** WAHBE may require Contractor to submit a Corrective Action Plan to correct or resolve a specific event or events causing the finding of a Defect or breach.
- B.** Corrective Action Plan(s) required by WAHBE under this Section must provide the following:
  - (1) Contractor's detailed explanation of the cause or reasons for the cited Defect or breach;
  - (2) Contractor's assessment or diagnosis of the cause of the cited Defect or breach; and
  - (3) Contractor's specific proposal to cure or resolve the Defect or breach.
- C.** Corrective Action Plan(s) must be submitted within ten (10) business days following the request; and are subject to WAHBE's written approval which will not be unreasonably withheld. WAHBE will approve the Corrective Action Plan within ten (10) business days of submission or provide written reason to Contractor for rejection.
- D.** If a requested Corrective Action Plan is not approved by WAHBE, or Contractor's compliance with the Corrective Action Plan is insufficient, WAHBE in its sole discretion, may withhold up to 25 percent of the next monthly payment. WAHBE may increase withholdings by up to 10 percent in each successive month during which the remedial situation has not been resolved. WAHBE, in its sole discretion, may return a portion of or all payments withheld once satisfactory resolution has been achieved.

- E. Notwithstanding Contractor's submission and WAHBE's acceptance of Corrective Action Plan(s), Contractor remains responsible for compliance with all obligations under this Contract. Further, WAHBE's acceptance of a Corrective Action Plan under this Section shall not:
- (1) Excuse Contractor's prior performance;
  - (2) Relieve Contractor of its duty to comply with performance standards; or
  - (3) Prohibit WAHBE from assessing additional remedies or pursuing other appropriate remedies for continued substandard performance.

**15. COVENANT AGAINST CONTINGENT FEES**

- A. Contractor warrants that no person or selling agent has been employed or retained to solicit or secure this Contract upon an agreement or understanding for a commission, percentage, brokerage or contingent fee, excepting bona fide employees or bona fide established agents maintained by the Contractor for securing business.
- B. WAHBE shall have the right, in the event of breach of this clause by the Contractor, to annul this Contract without liability or, in its discretion, to deduct from the Contract price or consideration or recover by other means the full amount of such commission, percentage, brokerage or contingent fee.

**16. DAMAGES DISCLAIMERS AND LIMITATIONS**

- A. WAHBE shall not be liable, regardless of the form of action, whether in Contract, tort, negligence, strict liability or by statute or otherwise, for any claim related to or arising under this Contract for consequential, incidental, indirect, or special damages.
- B. In no event shall WAHBE's aggregate liability to Contractor under this Contract, regardless of the form of action, whether in Contract, tort, negligence, strict liability or by statute or otherwise, for any claim related to or arising under this Contract, exceed the maximum compensation.
- C. Contractor shall not be liable, regardless of the form of action, whether in Contract, tort, negligence, strict liability or by statute or otherwise, for any claim related to or arising under this Contract for consequential, incidental, indirect, or special damages.
- D. The disclaimers of certain damages and the damages limitations in sections 13.B. and 13.C. shall not apply to damages, expenses, losses, fees, liabilities, costs or other amounts arising from Contractor's indemnification obligations.

**17. DEBARMENT, SUSPENSION, AND INELIGIBILITY**

WAHBE complies with [48 CFR 9.4](#) – Debarment, Suspension, and Ineligibility. Contractor shall ensure any Subcontractors providing services are not listed on General Services Administration (GSA) System for Award Management Exclusions list at any point during the term of this Contract. Contractor must notify WAHBE immediately if Contractor or any Subcontractors become debarred.

**18. DISALLOWED COSTS**

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

**19. DISPUTES**

- A. 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 WAHBE's CEO.
- B. The request for a dispute hearing must:

- (1) Be in writing;
  - (2) State the disputed issue(s);
  - (3) State the relative positions of the parties;
  - (4) State the Contractor's name, address, and Contract number; and
  - (5) Be mailed to WAHBE's CEO and the other party's (respondent's) Contract Manager within three business days after the parties agree that they cannot resolve the dispute.
- C. The respondent shall send a written answer to the requester's statement to both WAHBE's CEO and the requester within five (5) business days.
- D. WAHBE's CEO shall review the written statements and reply in writing to both parties within ten (10) business days, except that the Agent may extend this period if necessary, by notifying the parties.
- E. The parties agree that this dispute process shall precede any action in a judicial or quasi-judicial tribunal.
- F. Nothing in this Contract shall be construed to limit the parties' choice of a mutually acceptable alternate dispute resolution method in addition to the dispute resolution procedure outlined above.

## **20. DUPLICATE OR ERRONEOUS PAYMENT**

- A. WAHBE shall not pay the Contractor if the Contractor has charged, or will charge, WAHBE or any other party under any other contract or agreement, for the same services or expenses.
- B. Contractor shall refund to WAHBE the full amount of any erroneous payment or overpayment under this Contract within thirty (30) days' written notice of such erroneous or overpayment.

## **21. FORCE MAJEURE**

- A. Neither party shall be liable to the other or deemed in breach under this Contract if, and to the extent that, such party's performance of this Contract is prevented by reason of force majeure.
- B. **Notification:** If either party is delayed by force majeure, said party shall provide written notification within 48 hours. The notification shall provide evidence of the force majeure to the reasonable satisfaction of the other party. Such delay shall cease as soon as practicable and written notification of same shall likewise be provided. So far as consistent with the Rights Reserved below, the time of completion shall be extended by Contract Amendment for a period equal to the time that the results or effects of such delay prevented the delayed party from performing in accordance with this Contract.

## **22. GIFTS AND GRATUITIES**

Contractor shall not directly or indirectly offer, give or accept significant gifts, gratuities, loans, trips, favors, special discounts, services, or anything of economic value in conjunction with WAHBE business or Contract activities. A significant gift is defined as any tangible item, any service, any favor, any monies, credits, or discounts not available to others, of a value of \$50.00 or more, as a single gift or in annual aggregate.

## **23. GOVERNING LAW**

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

## **24. INDEMNIFICATION**

- A. To the fullest extent permitted by law, Contractor shall indemnify, defend, and hold harmless WAHBE, including agents and employees of WAHBE, from any: (i) Claim including without



limitation for property damage, bodily injury or death, to the extent caused by or arising from the negligent acts or omissions or willful misconduct of Contractor, its officers, employees, agents, or Subcontractors; (ii) a breach or alleged breach of its obligations caused by or arising from the acts or omissions of Contractor, its officers, employees, agents, or Subcontractors; (iii) fines, penalties, sanctions, or disallowances that are imposed on the State or Contractor and that arise from or are caused by any noncompliance by Contractor with the State or federal laws, regulations, codes, policies, guidelines; and (iv) Claim that the Materials infringe upon or misappropriate the intellectual property rights of any third party.

- B. Contractor's obligations to indemnify, defend, and hold harmless includes any Claim by Contractors' agents, employees, representatives, or any Subcontractor or its employees.
- C. Contractor expressly agrees to indemnify, defend, and hold harmless WAHBE for any Claim arising out of or incident to Contractor's or any Subcontractor's performance or failure to perform its obligations under the Contract. Contractor's obligation to indemnify, defend, and hold harmless WAHBE shall be reduced to the extent of any actual concurrent negligence of WAHBE or its agents, agencies, employees and officials.
- D. Contractor waives its immunity under [Title 51 RCW](#) to the extent it is required to indemnify, defend and hold harmless WAHBE and its officials, agents or employees.

## **25. INDEPENDENT CAPACITY OF THE CONTRACTOR**

Both WAHBE and Contractor, in the performance of this Contract, will be acting in their individual, corporate or governmental capacities and not as agents, employees, partners, joint ventures, or associates of one another. The parties intend that an independent contractor relationship will be created by this Contract. The employees or agents of one party shall not be deemed or construed to be the employees or agents of the other party for any purpose whatsoever. Contractor shall not make any claim of right, privilege or benefit which would accrue to an employee under chapter [41.06 RCW](#) or [Title 51 RCW](#). Conduct and control of the work will be solely with Contractor.

## **26. INDUSTRIAL INSURANCE COVERAGE**

Contractor shall comply with the provisions of [Title 51 RCW](#), Industrial Insurance. If 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, WAHBE may collect from Contractor the full amount payable to the Industrial Insurance accident fund. WAHBE may deduct the amount owed by Contractor to the accident fund from the amount payable to Contractor by WAHBE 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 Contractor.

## **27. INSURANCE**

- A. Upon execution of the Contract, and during the remaining term of this Contract, Contractor shall maintain in full force and effect, insurance coverage as described below:
- B. Contractor shall acquire such insurance from an insurance carrier or carriers licensed to conduct business in the State of Washington and having an [A.M. Best Financial Strength Rating](#) of A-, Class VII or better. In the event of cancellation, non-renewal, revocation or other termination of any insurance coverage required by this Contract, Contractor shall provide written notice of such to WAHBE within one business day of Contractor's receipt of such notice. Failure to buy and maintain the required insurance may result in this Contract's termination.
- C. Contractor shall submit a copy of the Contractor's certificate of insurance for all insurance requirements listed in Section D to [contracts@wahbexchange.org](mailto:contracts@wahbexchange.org) within ten (10) business days of Contract execution. A renewal certificate for all required insurance must be submitted

at the time of the policy renewals. Insurance must expressly indicate compliance with each requirement specified in this section. Premiums on all insurance policies shall be paid by Contractor or its Subcontractors.

- D.** Contractor shall include all Subcontractors as insured under all required insurance policies or shall furnish separate insurance documents for each Subcontractor. Subcontractor(s) shall comply fully with all insurance requirements stated herein. Failure of Subcontractor(s) to comply with insurance requirements does not limit Contractor's liability or responsibility.
- E.** The minimum acceptable limits shall be as indicated below for each of the following categories:
- (1) Commercial General Liability covering the risks of bodily injury (including death), property damage and personal injury, including coverage for contractual liability, with a limit of not less than \$1 million per occurrence/\$1 million general aggregate; and
  - (2) Umbrella policy providing excess limits over the primary policies in an amount not less than \$1 million per occurrence; and
  - (3) Employers Liability insurance covering the risks of Contractor's employees' bodily injury by accident or disease with a limit of not less than \$500,000; and
  - (4) Business Auto Policy (BAP), with coverage against claims resulting from bodily injury, including illness, disease, and death; and property damage caused by an occurrence arising out of or in consequence of the performance of this Contract by the Contractor, Subcontractor, or anyone employed by either.
    - Contractor shall maintain business auto liability with a combined single limit not less than \$1 million per occurrence. The business auto liability shall include Hired and Non-Owned coverage.
    - Contractor waives all rights against WAHBE for the recovery of damages to the extent they are covered by business auto liability or commercial umbrella liability insurance.
  - (5) Professional Liability Errors and Omissions (PLEO), with a deductible not to exceed \$25,000.00, and coverage of not less than \$3 million; and
  - (6) Cyber Security Liability, with coverage against claims resulting from Security Events, Network Security and Privacy, and Employee Privacy; with a deductible not to exceed \$25,000.00 and coverage of not less than \$500,000 per occurrence.
- F.** WAHBE shall be named as an additional insured on all Commercial General Liability, Umbrella, BAP (if applicable), Cyber Security Liability (if applicable), and PLEO (if applicable) policies.
- G.** Policies must include Contract reference number **HBE-459**.
- H.** For PLEO Coverage, Crime Coverage, and Cyber Security Liability Coverage (as applicable), Contractor shall continue such coverage for three (3) years beyond the expiration or termination of this Contract, naming WAHBE as an additional insured and providing WAHBE with a copy of the certificate of insurance on an annual basis.
- I.** Contractor's insurance policies shall not be canceled or non-renewed in scope of coverage without provision for equivalent substitute insurance. Contractor's insurance policies shall not be reduced in scope without WAHBE's prior written consent.
- J.** All insurance provided by Contractor shall be primary as to any other insurance or self-insurance programs afforded to or maintained by WAHBE and shall include a severability of interests (cross-liability) provision.
- K.** Contractor agrees to waive all rights of subrogation against WAHBE for losses arising from services performed by Contractor under this Contract.



- L. By requiring insurance herein, WAHBE does not represent that coverage and limits will be adequate to protect Contractor. Such coverage and limits shall not limit Contractor's liability under the indemnities and reimbursements granted to WAHBE under this Contract.

**28. INTELLECTUAL PROPERTY RIGHTS PROVISIONS**

- A. In accordance with [U.S. Copyright Act 17 U.S. Code § 101](#), unless otherwise provided, all Materials produced under this Contract, including without limitation Deliverables, shall be considered "works for hire" and shall be owned by WAHBE. WAHBE shall be considered the author of such materials. In the event the materials are not considered "works for hire" under the U.S. Copyright Act, Contractor hereby irrevocably assigns all right, title, and interest in materials, including all intellectual property rights, to WAHBE effective from the moment of creation of such materials. Ownership includes the right to copyright, patent, register and the ability to transfer these rights.
- B. Contractor shall, at the expense of WAHBE, assist WAHBE or its nominees to obtain copyrights, trademarks, or patents for all such materials in the United States and any other countries. Contractor agrees to execute all papers and to give all facts known to it necessary to secure United States or foreign country copyrights and patents in and to such Materials. Contractor agrees to and hereby, to the extent permissible, waives all legal and equitable rights relating to the Materials, including without limitation all rights of identification of authorship and any and all rights of approval, restriction or limitation on use or subsequent modifications.
- C. Contractor shall retain all patent, copyright and other intellectual property rights in the Contractor Technology.
- D. For Materials that are delivered under the Contract, but that incorporate Contractor Technology not produced under the Contract or that are owned by third parties, Contractor hereby grants to WAHBE a nonexclusive, royalty-free, irrevocable license (with rights to sublicense to others) in such Materials to use, demonstrate, translate, reproduce, distribute, prepare derivative works based upon, publicly perform, and publicly display.
- E. Contractor shall exert all reasonable efforts to advise WAHBE, 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 that was not produced in the performance of this Contract.
- F. Contractor hereby represents as of the Effective Date and warrants to WAHBE thereafter that Contractor is and shall be the owner of the Contractor Technology and Materials provided hereunder or otherwise has the right to grant to WAHBE the licensed rights to the Contractor Technology and Materials provided by Contractor through this Contract without violating any rights of any third party worldwide. Contractor represents and warrants that: (i) Contractor is not aware of any claim, investigation, litigation, action, suit or administrative or judicial proceeding pending or threatened based on claims that the Contractor Technology or Materials infringe or misappropriate any patents, copyrights, or trade secrets of any third party or WAHBE, and (ii) the Contractor Technology and Materials do not and shall not infringe upon or misappropriate any patents, copyrights, trade secrets or any other intellectual property rights of any third party. Contractor shall promptly give WAHBE prompt notice of each notice or claim of infringement or misappropriation of other intellectual property right worldwide received by Contractor with respect to the Contractor Technology or Materials delivered under this Contract.
- G. WAHBE shall have the right to modify or remove any restrictive markings placed upon the Deliverables or other Materials by Contractor.

## **29. LICENSING, ACCREDITATION AND REGISTRATION**

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

## **30. LIMITATION OF AUTHORITY**

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

## **31. LOSS OF FUNDING**

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 expiration, WAHBE may terminate the Contract under the "Termination for Convenience" clause, without the ten-day notice requirement, subject to renegotiation of which aspects of the Contract shall proceed and which work shall be performed at WAHBE's discretion. In the event the necessary funding to pay under the terms of this Contract is not available, not allocated, not allotted, delayed or reduced, Contractor expressly agrees that no penalty or damages shall be applied to WAHBE.

## **32. NONDISCRIMINATION**

During the performance of this Contract, Contractor shall comply with all federal and state 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 Contractor may be declared ineligible for further Contracts with WAHBE. 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.

## **33. PRIVACY AND SECURITY TRAINING**

If any work shall take place on WAHBE property, then prior to conducting any work, all Contractor employees and supervisory personnel performing work under this Contract must attend Privacy and Security training, which is provided onsite at WAHBE by WAHBE staff. Any time, travel, or other expenses required to send Contractor or Contractor's employees to this training shall be the sole responsibility of the Contractor. Training shall not exceed four (4) hours per year per person.

## **34. PUBLIC DISCLOSURE**

Contractor acknowledges that WAHBE is subject to chapter [42.56 RCW](#) and that this Contract shall be a public record as defined in chapter 42.56 RCW. Any specific information that is claimed by Contractor to be its proprietary information must be clearly identified as such by Contractor. To the extent consistent with chapter 42.56 RCW, WAHBE shall maintain the confidentiality of all such information marked proprietary information. If a public disclosure request is made to view Contractor's proprietary information, WAHBE will notify Contractor of the request and of the date that such records will be released to the requester unless Contractor obtains a court order from a court of competent jurisdiction enjoining that disclosure. If Contractor fails to obtain the court order enjoining disclosure, WAHBE will release the requested information on the date specified.

## **35. PUBLICITY**

The award of this Contract to Contractor is not in any way an endorsement of Contractor or Contractor's Services by WAHBE and shall not be so construed by Contractor in any advertising

or publicity materials. Contractor shall not publish or use WAHBE's name or likeness in advertising and publicity matters without the prior written consent of WAHBE. Contractor must submit to WAHBE all advertising and publicity matters relating to this Contract wherein WAHBE's name is mentioned, or language used from which the connection of WAHBE's name may, in WAHBE's judgment, be inferred or implied.

### **36. QUALITY ASSURANCE**

#### **A. Right of Inspection**

Contractor shall provide right of access to its facilities to WAHBE, or any of WAHBE's officers, or to any other authorized agent or official of the State of Washington or the federal government, at all reasonable times, to monitor and evaluate performance, compliance, and/or quality assurance under this Contract.

#### **B. Contractor Commitments, Warranties and Representations**

Any written commitment by Contractor within the scope of this Contract shall be binding upon Contractor. Failure of Contractor to fulfill such a commitment may constitute breach and shall render Contractor liable for damages under the terms of this Contract. For purposes of this section, a commitment by Contractor includes: (i) prices, discounts, and options committed to remain in force over a specified period of time; and (ii) any warranty or representation made by Contractor in its bid or contained in any Contractor or manufacturer publications, written materials, schedules, charts, diagrams, tables, descriptions, other written representations, and any other communication medium accompanying or referred to in its bid or used to effect the sale to purchaser.

#### **C. Representations and Warranties for Deliverables and Work**

Contractor represents and warrants that all supplies, Work, Warranties, Deliverables and other Materials, and/or equipment provided under this Contract shall be fit for the purpose(s) for which they are intended and for merchantability and shall conform to the requirements and specifications herein. Contractor shall promptly repair or replace each of the Deliverables that does not meet and conform to applicable requirements and specifications as provided herein and at no additional charge to WAHBE.

Contractor represents and warrants that: (1) it shall perform all Work required pursuant to this Contract in a professional manner, according to accepted industry quality standards; and (2) time shall be of the essence in connection with performance of the Work. Contractor shall re-perform Work that is not in compliance with such representations and warranties and at no additional cost to WAHBE.

Acceptance of any Deliverables and other Materials, supplies, Work, and/or equipment, and inspection incidental thereto, by WAHBE shall not alter or affect the obligations of the Contractor or the rights of WAHBE.

#### **D. Date Warranty**

Contractor warrants that all Materials provided under this Contract: (i) do not have a life expectancy limited by date or time format; (ii) will correctly record, store, process, and present calendar dates; (iii) will lose no functionality, data integrity, or performance with respect to any date; and (iv) will be interoperable with other software used by purchaser that may deliver date records from the products, or interact with date records of the products ("Date Warranty"). In the event a Date Warranty problem is reported to Contractor by purchaser and such problem remains unresolved after three calendar days, at WAHBE's discretion, Contractor shall send, at Contractor's sole expense, at least one qualified and knowledgeable representative to WAHBE's premises. This representative will

continue to address and work to remedy the failure, malfunction, defect, or nonconformity on WAHBE's premises. This Date Warranty shall last perpetually.

**E. Cost of Remedying Defects**

All defects, indirect and consequential costs of correcting, removing or replacing any defective Materials, including but not limited to Deliverables, or equipment will be charged against and paid by the Contractor.

**37. RECORDS RETENTION AND ACCESS**

Contractor shall comply with all applicable WAHBE, federal and state regulations regarding retention and access requirements relating to all financial and programmatic records, supporting documents, statistical records, and other records of this Contract. In addition, Contractor shall agree to the following terms regarding retention of records and access for WAHBE, state and federal government officials.

- A.** Contractor and its Subcontractors shall maintain books, records, documents and other evidence which sufficiently and properly reflect the accuracy of amounts billed to WAHBE during the performance of this Contract and shall retain all such records for six years after the expiration or termination of this Contract. Records involving matters in litigation related to this Contract shall be kept for one year following the termination of litigation, including all appeals if the litigation has not terminated within six (6) years from the date of expiration or termination of this Contract.
- B.** All such records shall be subject at reasonable times and upon prior written notice to Contractor to examination, inspection, copying, or audit by personnel so authorized by the WAHBE, state and federal officials so authorized by law, rule, regulation or contract, when applicable, during the term and during the six (6) year period thereafter. During the term, the access to these items will be provided within Thurston County. During the six (6) year period after the term, delivery of and access to these items will be at no cost to WAHBE. WAHBE's personnel shall be accompanied by Contractor personnel at all times during any such examination, inspection, review or audit. Contractor will make no charges for services rendered in connection with an audit requested by WAHBE. Contractor shall be responsible for any audit exceptions or disallowed costs incurred by Contractor or any of its Subcontractors.

**38. REDUCTIONS IN PAYMENTS DUE**

Amounts due to WAHBE by Contractor, including but not limited to damages, or claims for damages, may be deducted or set-off by WAHBE from any money payable to Contractor pursuant to this Contract.

**39. REMEDIES**

Except as otherwise provided for herein, no remedy conferred by any of the specific provisions of the Contract or available to a party is intended to be exclusive of any other remedy, and each remedy shall be cumulative and shall be in addition to every other remedy given hereunder, now or hereafter existing at law or in equity or by statute or otherwise. The election of any one or more remedies by either party shall not constitute a waiver of the right to pursue other available remedies.

**40. SEVERABILITY**

If any term or condition of this Contract or the application thereof to any person(s) or circumstances is held invalid, such invalidity shall not affect other terms, conditions, or

applications which can be given effect without the invalid term, condition, or application; to this end the terms and conditions of this Contract are declared severable.

**41. SITE SECURITY**

While on WAHBE premises, Contractor, its agents, employees, or Subcontractors shall conform in all respects with physical, fire or other security and administrative policies or regulations.

**42. SOLICITATION**

During this term of this Contract, Contractor shall not knowingly hire on a full-time, part-time, or other basis any executive, managerial, professional or technical personnel of WAHBE that are or have been employed by WAHBE at any time during the term of this Contract, except regularly retired employees, to provide Services under this Contract without WAHBE's prior written consent.

**43. SUBCONTRACTING**

- A. Neither Contractor nor any Subcontractor shall enter into subcontracts for any work under this Contract without submitting a completed Subcontractor Utilization Statement (Exhibit F) to [contracts@wahbexchange.org](mailto:contracts@wahbexchange.org) and receiving prior written approval from WAHBE. Any such approval may be rescinded in WAHBE's sole discretion.
- B. Contractor is responsible and liable for the proper performance of and the quality of any work performed by Subcontractors. Contractor is responsible for Subcontractors compliance with the Contract and Subcontract terms and conditions. In no event shall the existence of a subcontract operate to release or reduce the liability of Contractor to WAHBE for any breach in the performance of Contractor's duties.
- C. Additionally, Contractor is responsible for ensuring that all terms, conditions, assurances and certifications set forth in this Contract are carried forward to any subcontracts.
- D. Upon expiration or termination of this Contract for any reason, WAHBE will have the right to enter into direct agreements with any of the Subcontractors. Contractor agrees that its arrangements with Subcontractors will not prohibit or restrict such Subcontractors from entering into direct agreements with WAHBE.

**44. SURVIVORSHIP**

All license and purchase transactions executed, and services provided pursuant to the authority of this Contract shall be bound by all the terms, conditions, prices and price discounts set forth herein, notwithstanding the expiration of the initial term of this Contract or any extension thereof. Further, 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. In addition, the terms of the sections regarding; Claims, Confidentiality and Safeguarding of Information, Governing Law, Indemnification, Insurance, Intellectual Property Rights, Order of Precedence, Public Disclosure, Publicity, Quality Assurance, Records Retention and Access, and Severability shall survive the termination of this Contract.

**45. TAXES**

WAHBE will pay any sales taxes imposed on the Services and/or Deliverables provided. Contractor shall include any applicable taxes on invoices submitted to WAHBE for payment.

Contractor shall pay all other taxes including, but not limited to, Washington Business and Occupation Tax, other taxes based on Contractor's income or gross receipts, or personal property taxes levied or assessed on Contractor's personal property. WAHBE, as a quasi-governmental organization, is exempt from property tax.

Contractor shall complete registration with the Washington State Department of Revenue and be responsible for payment of all taxes due on payments made under this Contract.

Contractor shall be solely responsible for all expenses related to salaries, payroll taxes, unemployment contributions, and other benefits for its staff, or any other taxes, insurance, and all out-of-pocket expenses incurred in connection with performance of its obligations under this Contract.

#### **46. TERMINATION**

##### **A. Termination or Suspension for Cause**

- (1) In the event WAHBE determines Contractor has failed to comply with the conditions of this Contract in a timely manner, WAHBE has the right to suspend or terminate this Contract. Before suspending or terminating the Contract, WAHBE shall notify Contractor in writing of the need to take corrective action. If corrective action is not taken within thirty (30) calendar days, the Contract may be terminated or suspended.
- (2) In the event of termination or suspension, 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.
- (3) WAHBE reserves the right to suspend all or part of the Contract, withhold further payments, or prohibit Contractor from incurring additional obligations of funds during investigation of the alleged compliance breach and pending corrective action by Contractor or a decision by WAHBE to terminate the Contract. A termination shall be deemed a "Termination for Convenience" if it is determined that Contractor: (1) was not in default; or (2) failure to perform was outside of his or her control, fault or negligence.

##### **B. Termination for Convenience**

Except as otherwise provided in this Contract, WAHBE may, by thirty (30) calendar days written notice, beginning on the second (2<sup>nd</sup>) day after the mailing, terminate this Contract, in whole or in part. If this Contract is so terminated, WAHBE shall be liable only for payment required under the terms of this Contract for services rendered or goods delivered satisfactorily and in accordance with applicable requirements prior to the effective date of termination.

##### **C. Termination for Funding Contingency**

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, WAHBE may terminate this Contract without advance notice; subject to renegotiation under those new funding limitations and conditions. If this Contract is so terminated, WAHBE shall be liable only for payment required under the terms of this Contract for services rendered or goods delivered satisfactorily and in accordance with applicable requirements prior to the effective date of termination.

##### **D. Termination for WAHBE's Non-Payment**

Except to the extent WAHBE is exercising its remedies, if WAHBE fails to pay Contractor undisputed, material amounts when due under the Contract and fails to make such payments within ninety (90) calendar days of receipt of notice from Contractor of the failure to make such payments, Contractor may, by giving notice to WAHBE, terminate this Contract as of a date specified in the notice of termination. Contractor shall not have the right to terminate the Contract for WAHBE's breach of the Contract except as provided in this Section.

**E. Termination Procedures**

- (1) Upon termination of this Contract, WAHBE, in addition to any other rights provided in this Contract, may require Contractor to deliver to WAHBE 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.
- (2) Subject to WAHBE's exercise of its remedies, WAHBE shall pay to Contractor the agreed upon price, if separately stated, for completed work and services accepted by WAHBE, and the amount agreed upon by Contractor and WAHBE 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 WAHBE, and (iv) the protection and preservation of property, unless the termination is for default, in which case the WAHBE CEO shall determine the extent of the liability of WAHBE. Failure to agree with such determination shall be a dispute within the meaning of the "Disputes" clause of this Contract. Notwithstanding anything to the contrary in the Contract, WAHBE may withhold payment due Contractor any amount the WAHBE CEO determines necessary to protect WAHBE against potential loss or liability.
- (3) The rights and remedies of WAHBE 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.
- (4) After receipt of a notice of termination, and except as otherwise directed by the WAHBE CEO, Contractor shall:
  - i. Stop work under the Contract on the date, and to the extent specified, in the notice;
  - ii. 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;
  - iii. Assign to WAHBE, in the manner, at the times, and to the extent directed by the WAHBE CEO, all the rights, title, and interest of Contractor under the orders and subcontracts so terminated, in which case WAHBE has the right, at its discretion, to settle or pay any or all claims arising out of the termination of such orders and subcontracts;
  - iv. Settle all outstanding liabilities and all claims arising out of such termination of orders and subcontracts, with the approval or ratification of the WAHBE CEO to the extent WAHBE CEO may require, which approval or ratification shall be final for all the purposes of this clause;
  - v. Transfer title to WAHBE and deliver in the manner, at the times, and to the extent directed by the WAHBE CEO any property which, if the Contract had been completed, would have been required to be furnished to WAHBE;
  - vi. Complete performance of such part of the work as shall not have been terminated by the WAHBE CEO; and
  - vii. Take such action as may be necessary, or as the WAHBE CEO may direct, for the protection and preservation of the property related to this Contract, which is in the possession of Contractor and in which WAHBE has or may acquire an interest.

**47. TREATMENT OF ASSETS**

- A.** Title to all property furnished by WAHBE shall remain in WAHBE. Title to all property furnished by Contractor, for the cost of which Contractor is entitled to be reimbursed as a direct item of cost under this Contract, shall pass to and vest in WAHBE upon delivery of such property by Contractor. Title to other property, the cost of which is reimbursable to Contractor under this Contract, shall pass to and vest in WAHBE 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 WAHBE in whole or in part, whichever first occurs.

- B. Any property of WAHBE furnished to Contractor shall, unless otherwise provided herein or approved by WAHBE, be used only for the performance of this Contract.
- C. Contractor shall be responsible for any loss or damage to property of WAHBE that results from the negligence of Contractor or which results from the failure on the part of Contractor to maintain and administer that property in accordance with sound management practices.
- D. If any WAHBE property is lost, destroyed or damaged, Contractor shall immediately notify WAHBE and shall take all reasonable steps to protect the property from further damage.
- E. Contractor shall surrender to WAHBE all property of WAHBE prior to settlement upon completion, termination or cancellation of this Contract.
- F. All reference to Contractor under this clause shall also include Contractor's employees, agents or Subcontractors.

#### **48. UCC APPLICABILITY**

Except to the extent the sections of this Contract are clearly inconsistent, this Contract shall be governed by the Uniform Commercial Code as set forth in [Title 62A RCW](#). To the extent this Contract entails delivery or performance of services, such services shall be deemed "goods" within the meaning of the Uniform Commercial Code, except when to do so would result in an absurdity. In the event of any clear inconsistency or contradiction between this Contract and the Uniform Commercial Code, the terms and conditions of this Contract shall take precedence and shall prevail unless otherwise provided by law.

#### **49. U.S. DEPARTMENT OF TREASURY, OFFICE OF FOREIGN ASSETS CONTROL**

- A. WAHBE complies with U.S. Department of the Treasury, Office of [Foreign Assets Control \(OFAC\)](#) payment rules. OFAC prohibits financial transactions with individuals or organizations, which have been placed on the OFAC Specially Designated Nationals (SDN) and Blocked Persons sanctions list located at <https://sanctionssearch.ofac.treas.gov/>. Compliance with OFAC payment rules ensures that WAHBE does not conduct business with individuals or organizations that have been determined to be supporters of terrorism and international drug dealing or that pose other dangers to the United States.
- B. In the event of a positive match, WAHBE reserves the right to: (1) make a determination of "reasonability" before taking the positive match to a higher authority, (2) seek assistance from the Washington State Office of the State Treasurer (OST) for advanced assistance in resolving the positive match, (3) comply with an OFAC investigation, if required, and/or (4) if the positive match is substantiated, notify Contractor in writing and terminate the Contract according to the Termination for Convenience provision without making payment. WAHBE will not be liable for any late payment fees or missed discounts that are the result of time required to address the issue of an OFAC match.

#### **50. WAIVER**

Waiver of any breach of any term or condition of this Contract shall not be deemed a waiver of any prior or subsequent breach. No term or condition of this Contract shall be held to be waived, modified or deleted except by a written Amendment signed by the parties.



**EXHIBIT B – STATEMENT OF WORK**

Contractor shall provide services, tools, and staff, and otherwise do all things necessary for or incidental to the performance of work, as set forth below:

1. Contractor must ensure Resource(s) are eligible to work in the United States. Select responsibilities may require the applicable Resource to be a permanent resident or citizen of the United States and subject to a federal fingerprint background check; as reflected in Exhibit A – General Terms and Conditions, Section 8.C.
2. Contractor must ensure Resources complete and submit a Project Progress Report each month in which Services are performed. Project Progress Reports must be submitted to WAHBE no later than the first business day of the following month.
3. Contractor must provide Background Check Verification (BCV), in accordance with Exhibit A – General Terms and Conditions, Section 8, for any Resource selected before any Work Order will be issued. If Contractor is unable to obtain BCV within 7 business days' notice of award of Work Order, WAHBE reserves the right to cancel the Work Order award and Contract with another Contractor.
4. Contractor must ensure Resources collaborate with WAHBE staff and stakeholders as needed. Contractor must manage the activities of its Resources to ensure each project is developed and implemented on time and meets the established requirements and deliverables.
5. Contractor accepts full responsibility to ensure Resources meet all service level agreements, performance standards, or other performance criteria established in any Work Order. Contractor will work with WAHBE staff to create a project-specific evaluation tool for each project completed under a Work Order. WAHBE will provide the evaluation at the completion of the Work Order, or prior to any Work Order extension, if applicable.
6. On any day that WAHBE is closed for business, including but not limited to state-recognized holidays, any Resources normally working on site at WAHBE shall not access the building. Under certain circumstances, remote (off-site) work may be permitted, by advanced written approval by the applicable Work Order manager and agreement by the Resource. However, no overtime or holiday pay rate will be authorized.
7. Authorized Hourly Price List:

Resource Title	Level	Maximum Hourly Rate
Business Systems Analyst 2 (BSA-2)	Journey	\$69.45
Business Systems Analyst 2 (BSA-2)	Senior	\$74.75
Database Administrator (DBA)	Journey	\$75.68
Database Administrator (DBA)	Senior	\$79.88
Database Administrator (DBA)	Expert	\$84.26
Functional Project Manager (PM)	N/A	\$72.23
IT Project Manager (ITPM)	Senior	\$80.66
IT Project Manager (ITPM)	Expert	\$84.28
System/Infrastructure Architect	Senior	\$86.97
System/Infrastructure Architect	Expert	\$91.24

Resource Title	Level	Maximum Hourly Rate
Security Analyst	Journey	\$62.67
Security Analyst	Senior	\$65.31
Security Analyst	Expert	\$71.48

8. As may be needed for future projects – WAHBE reserves the right, at its sole discretion, to negotiate with Contractor to include additional Resource Titles and rates not currently specified herein.

## EXHIBIT C – FEDERAL COMPLIANCE, CERTIFICATIONS, AND ASSURANCES

In the event federal funds are included in this Contract, the following sections apply: I. Federal Compliance and II. Standard Federal Assurances and Certifications. In the instance of inclusion of federal funds, the Contractor may be designated as a sub-recipient and the effective date of the amendment shall also be the date at which these requirements go into effect.

**FEDERAL COMPLIANCE** – The use of federal funds requires additional compliance and control mechanisms to be in place. The following represents the majority of compliance elements that may apply to any federal funds provided under this Contract. For clarification regarding any of these elements or details specific to the federal funds in this Contract, contact:

Jim Crawford, Chief Financial Officer  
Washington Health Benefit Exchange (WAHBE)  
810 Jefferson Street SE  
Olympia, WA 98501-1417  
Phone: (360) 688-7720  
Email: [jim.crawford@wahbexchange.org](mailto:jim.crawford@wahbexchange.org)

Examples of items requiring WAHBE prior written approval include, but are not limited to, the following:

- (1) Deviations from the budget and Project plan.
- (2) Change in scope or objective of the Contract.
- (3) Change in a key person specified in the Contract.
- (4) The absence for more than three (3) months or a twenty-five percent (25%) reduction in time by the Contract Manager or Department Director.
- (5) Need for additional funding.
- (6) Inclusion of costs that require prior approvals as outlined in the appropriate cost principles.
- (7) Any changes in budget line item(s) of greater than twenty percent (20%) of the total budget in this Contract.

No changes are to be implemented by the Sub-recipient/Contractor until a written notice of approval is received from WAHBE.

**Condition for Receipt of WAHBE Funds:** Funds provided by WAHBE to the Sub-recipient/Contractor under this Contract may not be used by the Sub-recipient/Contractor as a match or cost-sharing provision to secure other federal monies.

**Citizenship/Alien Verification/Determination:** The Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA) of 1996 (PL 104-193) states that federal public benefits should be made available only to U.S. citizens and qualified aliens. Entities that offer a service defined as a “federal public benefit” shall make a citizenship/qualified alien determination/verification of applicants at the time of application as part of the eligibility criteria. Non-U.S. citizens and unqualified aliens are not eligible to receive the services. PL 104-193 also includes specific reporting requirements.

**Federal Compliance:** The Sub-recipient/Contractor shall comply with all applicable State and Federal statutes, laws, rules, and regulations in the performance of this Contract, whether included specifically in this Contract or not.

**Civil Rights and Non-Discrimination Obligations:** During the performance of this Contract, the Contractor shall comply with all current and future federal statutes relating to nondiscrimination. These include but are not limited to: Title VI of the Civil Rights Act of 1964 (PL 88-352), Title IX of the Education Amendments of 1972 (20 U.S.C. §§ 1681-1683 and 1685-1686), section 504 of the Rehabilitation Act of 1973 (29 U.S.C. § 794), the

Age Discrimination Act of 1975 (42 U.S.C. §§ 6101-6107), the Drug Abuse Office and Treatment Act of 1972 (PL 92-255), the Comprehensive Alcohol Abuse and Alcoholism Prevention, Treatment and Rehabilitation Act of 1970 (PL 91-616), §§523 and 527 of the Public Health Service Act of 1912 (42 U.S.C. §§290dd-3 and 290ee-3), Title VIII of the Civil Rights Act of 1968 (42 U.S.C. §§3601 et seq.), and the Americans with Disability Act (42 U.S.C., Section 12101 et seq.) <http://www.hhs.gov/ocr/civilrights>.

STANDARD FEDERAL CERTIFICATIONS AND ASSURANCES – Following are the Assurances, Certifications, and Special Conditions that apply to all federally funded (in whole or in part) Contracts administered by WAHBE.

**1. CERTIFICATION REGARDING DEBARMENT AND SUSPENSION**

The undersigned (authorized official signing for the contracting organization) certifies to the best of his or her knowledge and belief, that the Contractor, defined as the primary participant and the principal(s), defined as an officer, director or owner of the organization in accordance with 45 CFR Part 76, and its principles:

- a) are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal Department or agency;
- b) have not within a three (3) year period preceding this Contract been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, or local) transaction or Contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
- c) are not presently indicted or otherwise criminally or civilly charged by a governmental entity (Federal, State, or local) with commission of any of the offenses enumerated in paragraph (b) of this certification; and

- d) have not within a 3-year period preceding this Contract had one or more public transactions (Federal, State, or local) terminated for cause or default.

Should the Contractor not be able to provide this certification, an explanation as to why should be placed after the assurances page in the Contract.

The Contractor agrees by signing this Contract that it will include, without modification, the clause titled "Certification Regarding Debarment, Suspension, Ineligibility, and Voluntary Exclusion--Lower Tier Covered Transactions" in all lower tier covered transactions (i.e., transactions with sub-grantees and/or Contractors) and in all solicitations for lower tier covered transactions in accordance with 45 CFR Part 76.

**2. CERTIFICATION REGARDING DRUG-FREE WORKPLACE REQUIREMENTS**

The undersigned (authorized official signing for the contracting organization) certifies that the Contractor will, or will continue to, provide a drug-free workplace in accordance with 45 CFR Part 76 by:

- a) Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in the grantee's workplace and specifying the actions that will be taken against employees for violation of such prohibition;
- b) Establishing an ongoing drug-free awareness program to inform employees about

- (1) The dangers of drug abuse in the workplace;
  - (2) The Contractor's policy of maintaining a drug-free workplace;
  - (3) Any available drug counseling, rehabilitation, and employee assistance programs; and
  - (4) The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;
- c)** Making it a requirement that each employee to be engaged in the performance of the Contract be given a copy of the statement required by paragraph (a) above;
- d)** Notifying the employee in the statement required by paragraph (a), above, that, as a condition of employment under the Contract, the employee will —

- (1) Abide by the terms of the statement; and
- (2) Notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five (5) calendar days after such conviction;

- e)** Notifying WAHBE in writing within ten (10) calendar days after receiving notice under paragraph (d)(2) from an employee or otherwise receiving actual notice of such conviction. Employers of convicted employees shall provide notice, including position title, to the Contract Manager whose Contract activity the convicted employee was working, unless the Federal agency has designated a central point for the receipt of such notices. Notice shall include the identification number(s) of each affected grant;
- f)** Taking one of the following actions, within thirty (30) calendar days of receiving notice under paragraph (d) (2), with respect to any employee who is so convicted —

- (1) Taking appropriate personnel action against such an employee, up to and including

termination, consistent with the requirements of the Rehabilitation Act of 1973, as amended; or

- (2) Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency;
- g)** Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs (a), (b), (c), (d), (e), and (f).

For purposes of paragraph (e) regarding agency notification of criminal drug convictions, WAHBE has designated the following central point for receipt of such notices:

General Counsel  
WAHBE  
810 Jefferson Street SE  
Olympia, WA 98501-1417

**3. CERTIFICATION REGARDING LOBBYING**

Title 31, United States Code, Section 1352, entitled "Limitation on use of appropriated funds to influence certain Federal contracting and financial transactions," generally prohibits recipients of Federal grants and cooperative agreements from using Federal (appropriated) funds for lobbying the Executive or Legislative Branches of the Federal Government in connection with a SPECIFIC grant or cooperative agreement. Section 1352 also requires that each person who requests or receives a Federal grant or cooperative agreement shall disclose lobbying undertaken with non-Federal (non-appropriated) funds. These requirements apply to grants and cooperative agreements EXCEEDING \$100,000 in total costs (45 CFR Part 93).

The undersigned (authorized official signing for the contracting organization) certifies, to the best of his or her knowledge and belief, that:

- a) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, Amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

If any funds other than Federally appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure of Lobbying Activities," in accordance with its instructions. (If needed, Standard Form-LLL, "Disclosure of Lobbying Activities," its instructions, and continuation sheet are included at the end of this application form.)

The undersigned shall require that the language of this certification be included in the award documents for all subcontracts at all tiers (including subcontracts, sub-subcontracts, and contracts under grants, loans and cooperative agreements) and that all Sub-recipient/Contractors shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by Section 1352, U.S. Code. Any

person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000.00 and not more than \$100,000.00 for each such failure.

#### **4. CERTIFICATION REGARDING PROGRAM FRAUD CIVIL REMEDIES ACT (PFCRA)**

The undersigned (authorized official signing for the contracting organization) certifies that the statements herein are true, complete, and accurate to the best of his or her knowledge, and that he or she is aware that any false, fictitious, or fraudulent statements or claims may subject him or her to criminal, civil, or administrative penalties. The undersigned agrees that the contracting organization will comply with the Public Health Service terms and conditions of award if a Contract is awarded.

#### **5. CERTIFICATION REGARDING ENVIRONMENTAL TOBACCO SMOKE**

Public Law 103-227, also known as the Pro-Children Act of 1994 (Act), requires that smoking not be permitted in any portion of any indoor facility owned or leased or contracted for by an entity and used routinely or regularly for the provision of health, day care, early childhood development services, education or library services to children under the age of 18, if the services are funded by Federal programs either directly or through State or local governments, by Federal grant, contract, loan, or loan guarantee. The law also applies to children's services that are provided in indoor facilities that are constructed, operated, or maintained with such Federal funds. The law does not apply to children's services provided in private residence, portions of facilities used for inpatient drug or alcohol treatment, service providers whose sole source of applicable Federal funds is Medicare or Medicaid, or facilities where WIC coupons are redeemed.

Failure to comply with the provisions of the law may result in the imposition of a civil monetary penalty of up to \$1,000.00 for each violation and/or the imposition of an administrative compliance order on the responsible entity.

**6. CERTIFICATION REGARDING CLEAN AIR ACT**

By signing the certification, the undersigned certifies that the contracting organization will comply with all requirements, applicable standards, orders, and regulations contained in the Clean Air Act (42 U.S.C. 7401-7671q.) and the Federal Water Pollution Control Act (33 U.S.C. 1251-1387). The undersigned also acknowledges and that any violations after Contract award shall be reported to WAHBE and the Regional Office of the Environmental Protection Agency (EPA).

By signing the certification, the undersigned certifies that the contracting organization will comply with the requirements of the Act and will not allow smoking within any portion of any indoor facility used for the provision of services for children as defined by the Act.

The contracting organization agrees that it will require that the language of this certification be included in any subcontracts which contain provisions for children's services and that all Sub-recipient/Contractors shall certify accordingly.

**CONTRACTOR SIGNATURE REQUIRED**

SIGNATURE OF AUTHORIZED CERTIFYING OFFICIAL <small>DocuSigned by:</small> <i>Brijesh Ravi</i>	TITLE  Manager - IT Consulting Services
<small>A45C1C62DE574A6</small> Please also print or type name:  Brijesh Ravi	
ORGANIZATION NAME: (if applicable)  V Group Inc.	DATE  2/25/2020

## EXHIBIT D – DATA SECURITY & REPORTING REQUIREMENTS

WAHBE's duty is to protect the confidentiality and security of client, proprietary, account, and all other business information. To execute these responsibilities, this exhibit sets forth the requirements for Contractors and Sub-contractors who access, obtain, repackage, and/or distribute WAHBE Information. These requirements are in addition to WAHBE policies, standards, and other contractual terms and conditions. WAHBE must approve in advance, in writing, any variance from these security requirements

WAHBE reserves the right to update or modify these security requirements as necessary to protect the citizens of Washington and data entrusted to WAHBE. If WAHBE updates or modifies these Security Requirements, Contractor shall conform its systems, applications, processes or procedures to comply with the update or modification within a reasonable time period, regarding all relevant security and legal concerns, as may be determined at the discretion of WAHBE.

The terms of this Exhibit shall apply to Contractor and any Subcontractors who use systems, network, data and/or documentation that is housed or managed by Contractors on behalf of, or in the performance of services, for WAHBE. For purposes of this Exhibit, they shall be collectively referred to as "WAHBE Data".

Compliance with Applicable Law: WAHBE is governed by Washington State Regulations, IRS pub 1075, CMS minimum standards, US Privacy Act, and Washington Records Release Act. Contractor irrevocably consents to the jurisdiction and venue of any state or federal regulations and agrees to comply.

### 1. Definitions:

- a. Authorized User(s) means an individual or individuals with an authorized business requirement to access WAHBE Confidential Information.
- b. Advanced Encryption Standard (AES) means a symmetric encryption algorithm.
- c. FTI means Federal Tax Information. It is prohibited from general use and disclosure under Title 26 of the United States Code.
- d. Hardened Password means a string of at least eight (8) characters including one (1) upper case, one (1) lower case, one (1) number and one (1) special character (i.e., non-alphanumeric characters).
- e. PII means Personally Identifiable Information, any data that could potentially identify a specific individual or can be used to distinguish one person from another.
- f. Security Incident means a warning that there may be or has been a threat to information or computer security including, but not limited to: unauthorized access; data or security breach; service attacks; malicious code; and unauthorized disclosure or misuse of confidential information.
- g. Transmitting means the transferring of data electronically, such as via email.
- h. Transporting: the physical transferring of data that has been stored.
- i. Unique User ID: a string of characters that identifies a specific user and which, in conjunction with a password, passphrase, or other mechanism, authenticates a user to an information system.
- j. WAHBE Data means any data hosted, processed, or developed with a sensitive nature (i.e. - software code, configuration files, PII, or security-related documentation) on behalf of WAHBE.



2. Contractors connected to WAHBE network or stewards of WAHBE data shall protect data by using the appropriate administrative, physical and technical safeguards:
  - a. To prevent the use or disclosure of data other than as permitted or required by the terms and conditions of this exhibit, and
  - b. To reasonably and appropriately protect the confidentiality, integrity, and availability of data the Contractor creates, receives, maintains, or transmits on behalf of WAHBE for as long as the data is within its possession and control, even after the termination or expiration of this Contract.
  - c. Annual awareness training shall be conducted and documented for all Contractor's employees or Sub-Contractors that have access to WAHBE data. Training shall include, at minimum:
    - i. Social Engineering/Phishing
    - ii. Internet Hygiene
    - iii. Insider Threats
    - iv. Password creation and use
    - v. Malware
    - vi. Regulatory requirements
    - vii. Incident Reporting
    - viii. Company Policies
    - ix. Advanced training for IT Professionals
  - d. Contractor shall maintain all annual awareness training documentation for 5 years and shall produce documentation for WAHBE inspection, within 5 business days of request.
3. Use and Disclosure: Contractor acknowledges that in performing the services it will have access to, or be directly or indirectly exposed to, client confidential information. Contractor shall use such information solely for performing the services. Contractor shall take all reasonable measures to protect all client information from disclosure, including measures at least as strict as those measures Contractor would use to protect its own confidential information. Contractor shall not disclose client information to any parties other than those with a need to know to perform the services on behalf of WAHBE and only to the extent such employees or Subcontractors are bound by the term executed and acknowledged by WAHBE.
4. Protection of WAHBE Systems and data:
  - a. In all events where Contractor has access to WAHBE data, Contractor shall meet all standards and requirements including, but not limited to: industry security standards, use of computer firewalls, strong user authentication, encrypted transmissions, anti-malware programs, regular and timely software patch updates, and controlled access to the physical location of computer hardware. This includes, without limitation, Contractor's transmission or storage of electronic files or electronic data.
  - b. Application integrity shall be validated to ensure no destructive computer programming such as viruses and malware exists. Common controls such as input- and output-validation must be maintained to ensure the integrity of the data.
  - c. Contractor shall implement security baselines on all systems and applications that meet industry and federal standards. Documentation must be submitted upon request. Minimum security baselines can be found at <https://www.cisecurity.org/> or <https://www.nist.gov>.

- d. Contractor shall conduct periodic reviews, at minimum of annually, of any system storing WAHBE data or supporting systems to evaluate the security risks of such systems. Reviews shall be conducted in accordance with the US Department of Commerce National Institute of Standards and Technology (NIST) Technical Guide to Information Security Testing and Assessment ([Special Publication \(SP\) 800-115](#)). In addition, WAHBE may conduct periodic vulnerability scans of any network or site maintained by Contractor that houses sensitive WAHBE data. Contractor shall take all reasonable steps to facilitate such scans and shall promptly remediate any systems vulnerable of exposing WAHBE data. Contractor shall report all security incidents to the WAHBE Contract Manager as soon as possible, but no later than one business day after discovery.
- e. Contractor shall notify WAHBE of a change in responsibilities where access is no longer necessary for employees or contractors. Inactive WAHBE system and accounts shall be disabled within 60 days of inactivity or when no longer necessary to perform daily tasks.
- f. Physical Storage. When storing WAHBE data the Contractor shall perform the following:
  - i. Hard disk drives. Data stored on local workstation hard disks. Access to the data will be restricted to Authorized User(s) by requiring login to the local workstation using a Unique User ID and Hardened Password or other authentication mechanisms which provides equal or greater security, such as biometrics or smart cards. The data on the drive shall be encrypted and only accessible to authenticated user(s) with a need to know. Data shall be secured on the disk in such a way that other user(s) that do not need access to the data will not have the ability to access it.
  - ii. Workstations with sensitive data stored on them shall be tracked and their movements documented until the sensitive data is removed from the workstation. When the data is removed the date of its removal and method of its removal shall be documented and provided to the WAHBE Contract Manager. Hard drives that have contained sensitive data shall be wiped with a method that will render the deleted information irretrievable (See Section 9 Data Disposal).
  - iii. Network server storage. Access to the data shall be restricted to Authorized User(s) through the use of access control lists which will grant access only after the Authorized User(s) has authenticated to the network using a Unique User ID and Hardened Password or other authentication mechanisms which provide equal or greater security, such as biometrics or physical token. Data on disks mounted to such servers shall be in an area which is accessible only to authorized personnel, with access controlled through use of a key, card key, combination lock, or comparable mechanism. Access shall be reviewed at minimum annually.
  - iv. For WAHBE data stored on network storage: Deleting unneeded data is sufficient as long as the disks remain in a secured area and otherwise meet the requirements listed in the above paragraph. Destruction of the data as outlined in Section 9. Data Disposal may be deferred until the disks are retired, replaced, or otherwise taken out of the secured area.
  - v. Removable Media, including Optical discs (CDs or DVDs) in local workstation optical disc drives shall not be transported out of a secure area. Sensitive or Confidential Data provided by WAHBE on removable media, such as optical discs or USB drives, which will be used in local workstation optical disc drives or USB connections shall be encrypted with two hundred sixty-five (256) bit AES encryption or better. When not in use for the Contracted purpose, such devices must be locked in a drawer, cabinet or other container to which only authorized users have the key, combination or

mechanism required to access the contents of the container. Workstations which access WAHBE data on optical discs shall be in an area which is accessible only to authorized personnel, with access controlled through use of a key, card key, combination lock, or comparable mechanism.

- vi. When being transported outside of a secure area, portable devices and media with confidential WAHBE data must be under the physical control of Contractor staff with authorization to access the data.
- vii. WAHBE data shall not be stored on portable devices or media unless specifically authorized within the Special Terms and Conditions of the Contract. Portable media includes any data storage that can be detached or removed from a computer and transported. If so authorized, the data shall be given the following protections:
  - 1. Encrypt the data with a key length of at least two hundred fifty-six (256) bit AES using an industry standard algorithm.
  - 2. Control access to devices with a Unique User ID and hardened password or stronger authentication method such as physical token or biometrics.
  - 3. Manually lock devices whenever they are left unattended and set devices to lock automatically after a period of inactivity, if this feature is available. Maximum period of inactivity is twenty (20) minutes.
  - 4. Physically protect the portable device(s) and/or media by:
    - a. Keeping them in locked storage when not in use
    - b. Using check-in/check-out procedures when they are shared, and
    - c. Taking frequent inventories
- viii. Paper documents. All paper records shall be protected by storing the records in a secure area which is only accessible to Authorized User(s). When not in use, such records must be stored in a locked container, such as a file cabinet, locking drawer, or safe, to which only Authorized User(s) have access.
- g. Remote and Network Access. When accessing WAHBE data remotely the Contractor shall:
  - i. WAHBE data accessed and used interactively over the internet shall meet minimum standards including updated anti-malware, current security patches, and local firewall. Access to the website [washingtonhealthplanfinder.org](http://washingtonhealthplanfinder.org) or other services managed by WAHBE will be controlled by WAHBE staff who will issue authentication credentials (e.g. a Unique User ID and hardened password) to Authorized User(s). The administrator and any privileged user password must change every 60 days and other user password once every 90 days. Previous 6 consecutive passwords cannot be reused. The passwords must not allow User ids, first Name or the last name of the user.
  - ii. Contractor shall have established and documented access termination procedures for existing Authorized User(s) with access to WAHBE data. These procedures shall be provided to WAHBE staff upon request. Contractor shall notify WAHBE staff immediately whenever an Authorized User(s) in possession of such credentials is terminated or otherwise leaves the employment of the Contractor, and whenever an Authorized User's duties change such that the Authorized User(s) no longer requires access to perform work for this Contract.
  - iii. Access via remote terminal/workstation over the internet shall be managed by the Contractor and permissions granted on a need basis only when access to WAHBE data is present.

- iv. **Data Transmitting.** When transmitting WAHBE data electronically, including via email, the data shall be protected by:
  - 1. Transmitting the data within the WAHBE network or Contractor’s internal network, or;
  - 2. Encrypting any data that will be transmitted outside the WAHBE network or Contractor internal network with two hundred fifty-six (256) bit AES encryption or better. This includes transit over the public Internet.
- 5. Contractor shall maintain audit logs for all systems containing WAHBE data.
- 6. **Data Segregation:** WAHBE data shall be segregated or otherwise distinguished from non-WAHBE data to ensure proper return or destruction when no longer needed.
  - a. WAHBE data shall be stored on media (e.g. hard disk, optical disc, tape, etc.) which will exclude non-WAHBE data. Or,
  - b. WAHBE data shall be stored in a logical container on electronic media, such as a partition or folder dedicated to WAHBE data. Or,
  - c. WAHBE data shall be stored in a database which will exclude non- WAHBE data. Or,
  - d. WAHBE data shall be stored within a database and will be distinguishable from non-WAHBE data by the value of a specific field or fields within database records. Or,
  - e. When it is not feasible or practical to segregate WAHBE data from non- WAHBE data, then both the WAHBE data and the non-WAHBE data with which it is commingled must be protected as described in this exhibit.
- 7. **Data Disposal:** When the Contracted work has been completed or when no longer needed, data shall be returned to WAHBE or destroyed. Media on which WAHBE data may be stored and associated acceptable methods of destruction are as follows:

<b>Data stored on:</b>	<b>Shall be destroyed by:</b>
Server or workstation hard disks, or  Removable media (e.g. floppies, USB flash drives, portable hard disks, Zip or similar disks)	Using a “wipe” utility which will overwrite the data at least three (3) times using either random or single character data, or  Degaussing sufficiently to ensure that the data cannot be reconstructed, or  Physically destroying the disk
Paper documents with sensitive or confidential data	Shredded and recycled through a Contracted firm provided the Contract with the recycler assures that the confidentiality of data will be protected
Paper documents containing confidential information requiring special handling (e.g. protected health information)	On-site shredding by a method that renders the data unreadable, crosscut shredding, pulping, or incineration
Optical discs (e.g. CDs or DVDs)	Incineration, shredding, or cutting/breaking into small pieces
Magnetic tape	Degaussing, incinerating or crosscut shredding

8. Data shared with Subcontractors: If WAHBE data provided under this Contract is to be shared with a Subcontractor; the Contract with the Subcontractor shall include all the data security provisions in this Contract and any amendments, attachments, or exhibits to this Contract.
9. Notice of Unauthorized Disclosure or Security Breach. Contractor shall immediately notify WAHBE of:
  - a. Unauthorized disclosure or use of any WAHBE Data;
  - b. Any breaches of security that may compromise the WAHBE data or Contractor's ability to safeguard WAHBE data;
  - c. Notifications shall include at minimum, both a telephone call and email to the WAHBE Contract Manager and an email to WAHBE Security at [security@wahbexchange.org](mailto:security@wahbexchange.org).
  - d. Contractor shall establish and document a policy to deal with the compromise or potential compromise of data that complies with NIST 800-61 Incident Response Guide. Contractor shall provide WAHBE with such policy upon request.
  - e. A breach of security or other circumstance which causes, may have caused, or allowed access to WAHBE information by unauthorized persons or systems, whether intentional, fraudulent, or accidental, must be reported to WAHBE as soon as possible and no later than one (1) business day after discovery.

**Exhibit E – Agreement on Nondisclosure of Confidential Information****CONFIDENTIAL INFORMATION**

“Confidential Information” means information that is exempt from disclosure to the public or other unauthorized persons under Chapter 42.56 RCW or other federal or state laws. Confidential Information includes, but is not limited to, protected health information as defined by the federal rules adopted to implement the Health Insurance Portability and Accountability Act of 1996, 42 USC §1320d (HIPAA), and Personal Information.

“Personal Information” means 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 or as otherwise identified in RCW 42.56.230.

**REGULATORY REQUIREMENTS AND PENALTIES**

State laws (including RCW 74.04.060 and RCW 70.02.020) and federal regulations (including HIPAA Privacy and Security Rules; 42 CFR, Part 2; 42 CFR Part 431) prohibit unauthorized access, use, or disclosure of Confidential Information. Violation of these laws may result in criminal or civil penalties or fines. You may face civil penalties for violating HIPAA Privacy and Security Rules up to \$50,000 per violation and up to \$1,500,000 per calendar year as well as criminal penalties up to \$250,000, and ten years’ imprisonment.

**ASSURANCE OF CONFIDENTIALITY**

In consideration for the Washington Health Benefit Exchange (WAHBE) granting me access to WAHBE property, systems, and Confidential Information, I agree that I:

1. Will not use, publish, transfer, sell or otherwise disclose any Confidential Information gained by reason of this agreement for any purpose that is not directly connected with the performance of the contracted services except as allowed by law.
2. Will protect and maintain all Confidential Information gained by reason this agreement against unauthorized use, access, disclosure, modification or loss.
3. Will employ reasonable security measures, including restricting access to Confidential Information by physically securing any computers, documents, or other media containing Confidential Information.
4. Have an authorized business requirement to access and use WAHBE systems or property and view its data and Confidential Information if necessary.
5. Will access, use and/or disclose only the “minimum necessary” Confidential Information required to perform my assigned job duties.
6. Will not share WAHBE system passwords with anyone or allow others to use the WAHBE systems logged in as me.
7. Will not distribute, transfer, or otherwise share any WAHBE software with anyone.
8. Understand the penalties and sanctions associated with unauthorized access or disclosure of Confidential Information.
9. Will forward all requests that I may receive to disclose Confidential Information to my supervisor for resolution.
10. Understand that my assurance of confidentiality and these requirements do not cease at the time I terminate my relationship with my employer or WAHBE.

**FREQUENCY OF EXECUTION AND DISPOSITION INSTRUCTIONS**

This form will be read and signed by each non-WAHBE employee who has access to Confidential information; and updated at least annually. Provide the non-WAHBE employee signor with a copy of this Agreement and retain the original of each signed form on file for a minimum of six years.

**SIGNATURE**

PRINT/TYPE NAME OF CONTRACTOR’S SIGNATORY

CONTRACTOR’S SIGNATURE

DATE

**EXHIBIT F**  
**Washington Health Benefit Exchange**  
**Subcontractor Utilization Statement**  
 (Use Additional Sheets as Necessary)

Prime Contractor <b>V Group, Incorporated</b>	Contract Number: <b>HBE-459</b>
Mailing Address: (PO BOX is OK): <b>379 Princeton-Hightstown Rd, Building 3, Suite 2A</b>	
City, State, Zip Code: <b>Cranbury, NJ 08512</b>	
<b><u>I DO NOT PLAN TO USE SUBCONTRACTORS <input type="checkbox"/> - OR - LIST ALL SUBCONTRACTORS YOU PLAN TO USE BELOW:</u></b>	
Firm Name:	Minority Business?      Women Business?      Other? Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> _____
Address:	Federal I.D. Number:
City, State, Zip Code:	UBI Number:
Description of Work to be Sub-let:	

Firm Name:	Minority Business?      Women Business?      Other? Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> _____
Address:	Federal I.D. Number:
City, State, Zip Code:	UBI Number:
Description of Work to be Sub-let:	

Firm Name:	Minority Business?      Women Business?      Other? Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> _____
Address:	Federal I.D. Number:
City, State, Zip Code:	UBI Number:
Description of Work to be Sub-let:	

**Authorized Prime Contractor Signature:**      **Printed Name:**      **Date:**

\_\_\_\_\_



**EXHIBIT G**  
**SAMPLE WORK REQUEST TEMPLATE**

Resource Title: Resource Title  
 Level: Journey, Senior, Expert, N/A  
 Work Location: At WAHBE, at Contractor's, etc.  
 Submit Resumes to: Name of contact at email address@wahbexchange.org  
 Deadline: time PT on MM/DD/YYYY

**I. PROJECT DESCRIPTION AND REQUIREMENTS**

*Provide as much information as possible about the project, timing, and needs. This helps the Contractor find the Resources best suited to our style and needs.*

**A. PURPOSE AND GOALS**

- What is the overall purpose of the assigned WAHBE project or team?
- At the end of the project or assignment, what should 'done' look like?

**B. PROJECT TEAM AND ENVIRONMENT**

- Who are the players and internal/external interactions expected during the project?
- Is there anything specific about the team culture that is of interest or importance?
- Describe the working environment and any 'unusual' requirements

**C. PROJECT-SPECIFIC ADDITIONAL DESIRED QUALIFICATIONS AND EXPERIENCE**

Review the minimum qualifications for the Resource Title and Level needed. List any additional experience, qualifications, credentials, certifications, etc. that are specific to the project. Break them into:

- Required (should be VERY limited)
- Desired

**D. ANTICIPATED PROJECT DURATION**

This project is anticipated to begin on [month, day, year] or Work Order execution, whichever is later and end on [month, day, year]. WAHBE may extend this Work Order at its sole discretion.



**II. STATEMENT OF WORK (SOW)**

**A. DUTIES, TASKS, AND RESPONSIBILITIES**

1. Define Here
2. Define Here
3. Define Here
4. Define Here
5. Define Here
6. Define Here
7. Define Here
8. Define Here
9. Define Here
10. Define Here

**B. DELIVERABLES AND DUE DATES**

#	Description of Deliverable or Milestone	Due Date
1	Define Here	Date
2	Define Here	Date
3	Define Here	Date
4	Define Here	Date

**C. ADDITIONAL QUALIFICATIONS / EXPERIENCE NEEDED**

Description of Qualification or Experience
Define Here
Define Here
Define Here



**EXHIBIT H  
SAMPLE WORK ORDER TEMPLATE**

<b>Contractor Name:</b>	<b>Resource Name:</b>
<b>Contract No.:</b> HBE-	<b>Resource Title:</b>
<b>Work Order:</b> [letter]	<b>Resource Level:</b>
	<b>Work Location:</b>

**1. PURPOSE**

This Statement of Work (SOW) is made and entered by and between Washington Health Benefit Exchange (WAHBE), and **(Contractor Name)** (Contractor) to provide **(Description of Services Needed)** services to accomplish **(Desired Outcome(s))**.

**2. PERIOD OF PERFORMANCE**

- a. The period of performance for this Work Order will be from [month, day, year] through [month, day, year].
- b. WAHBE has the right to extend or terminate this Work Order at its sole discretion.

**3. COMPENSATION**

- a. Contractor's rates, maximum hours, and roles are listed in the following table:

Hourly Rate	Maximum Hours per Month	Maximum Consideration for Period of Performance
\$		

- b. Any work beyond forty (40) hours per week must be authorized in advance. There will be no higher level of pay (i.e., time and a half) for work beyond forty (40) hours in a week.

**4. DUTIES, TASKS, AND RESPONSIBILITIES**

Resource shall provide services, tools, and otherwise do all things necessary for or incidental to the performance of work, as set forth below:

- a.
- b.
- c.
- d.

**5. DELIVERABLES AND DUE DATES**

#	Description of Deliverable	Due Date
1		
2		
3		
4		

**6. CONTRACTOR ROLES AND RESPONSIBILITIES**

## a. Assignment of Resources

If WAHBE is dissatisfied with the Services provided by the Contractor's Resources, Contractor will immediately remove the Resource, and furnish a replacement as soon as reasonably practical.

## b. Monthly Project Status Report

Contractor's Monthly Project Status Report must be approved by WAHBE's Project Manager, in writing or electronically, prior to Contractor submitting invoice to WAHBE's finance department.

## c. Contractor Project Manager

The Contractor Project Manager identified below is the primary Contractor contact for all aspects of the project; including but not limited to resourcing, scheduling, planning and implementation:

[name], [title]

[address]

[city, state, zip]

Phone:

Email:

**7. BACKGROUND CHECKS**

Due to the confidential nature of the information and materials which will be accessible to Contractor, WAHBE will require the Contractor to conduct a state and/or federal criminal background check, SAM/EPLS check and/or reference check on all Resources to be used to provide the Services. WAHBE will not execute the Work Order until background checks have been completed per the requirements in Contract HBE- . In addition, WAHBE reserves the right to audit background check results for Contract compliance and, in its sole discretion, to reject any proposed Resource because of information produced by such background checks or additional sources of information.

Background check has been completed and does not contain any grounds for rejection per Contract HBE- , Section .

**8. WAHBE ROLES AND RESPONSIBILITIES**

The WAHBE Project Manager is the primary contact with WAHBE for all aspects of the project; including but not limited to the following:

- a. Reviewing and accepting or rejecting change requests related to this scope of work.

- b. Reviewing Contractor invoices for hours worked, ensuring the authorized hourly rate and Maximum Consideration is not exceeded; and authorizing Contractor payments.
- c. Responding to Contractor requests for information and clarifications.
- d. Making project related decisions within agreed upon timeframe.
- e. Providing security clearance to buildings and equipment on weekends and after normal business hours when required.
- f. Providing a safe working environment and facility for the Resource provided under this Work Order.

[name], [title]  
 WAHBE  
 810 Jefferson Street SE  
 Olympia, WA 98501-1417  
 Phone: (360) 688-  
 Email:

**9. AGREEMENT ON CONFIDENTIALITY AND NONDISCLOSURE OF INFORMATION**

Prior to starting work on any project for WAHBE, each Resource must have a signed Agreement on Confidentiality and Nondisclosure of Information on file with WAHBE. The WAHBE Contract Office will keep a file of the completed forms for each Resource.

- Statement received from Contractor       Statement already on file

**10. MAXIMUM CONSIDERATION NOT TO EXCEED**

WAHBE shall pay Contractor an amount, which in aggregate with all other outstanding HBE- Work Orders, shall not exceed a total expenditure of the "Maximum compensation" as stated in section "Compensation", subsection of Contract HBE-. This payment shall be for the performance of all activities necessary for or incidental to the performance of work as set forth in this Work Order. Contractor's compensation for services rendered shall be based upon execution of this Work Order, completion of work, and submittal of acceptable monthly timesheets and invoices.

**11. INVOICES**

Invoices for services rendered shall be submitted monthly to [finance@wahbexchange.org](mailto:finance@wahbexchange.org). **Invoices must contain the Contract Number and the Work Order Number.** If this information is not included on the invoice, the invoice will be returned for correction and payment could be delayed.

**IN WITNESS WHEREOF,** WAHBE and the Contractor have signed this Work Order.

[CONTRACTOR NAME]

WASHINGTON HEALTH BENEFIT EXCHANGE

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Printed Name/Title

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name/Title

\_\_\_\_\_  
Date