

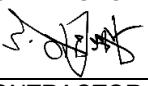

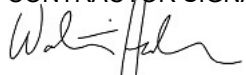
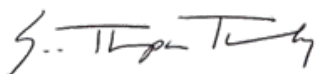
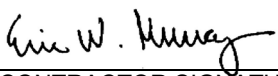

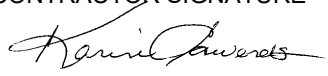
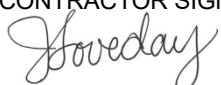

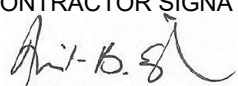
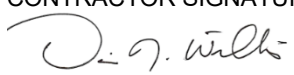


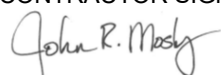



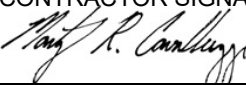
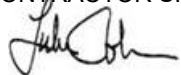
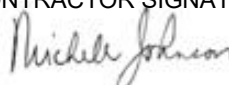
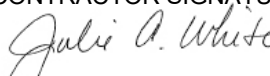
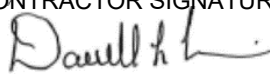
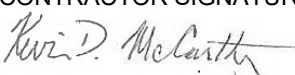
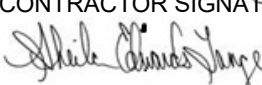
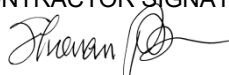
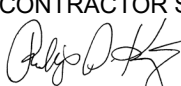
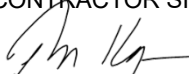
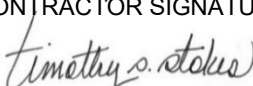
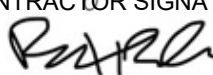
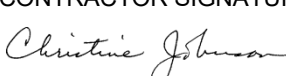
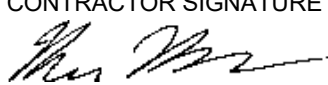
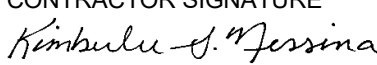
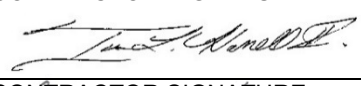
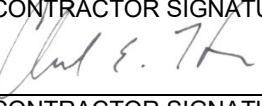
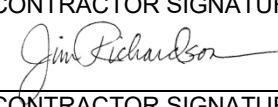
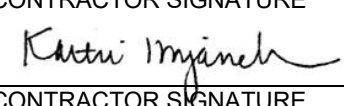
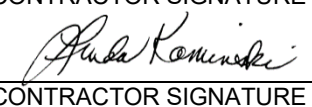
 <p>Washington State Department of Social & Health Services</p> <p>Transforming lives</p>	<h2 style="text-align: center;">INTERLOCAL AGREEMENT</h2> <p style="text-align: center;">Public Institutions of Higher Education, DSB, and DVR Collaborative Agreement</p>	DSHS Agreement Number: 2161-22258	
This Agreement is by and between the State of Washington Department of Social and Health Services (DSHS) and the Contractor identified below, and is issued pursuant to the Interlocal Cooperation Act, chapter 39.34 RCW.		Program Contract Number: Contractor Contract Number:	
CONTRACTOR NAME Department of Services for the Blind Public Institutions of Higher Education		CONTRACTOR doing business as (DBA) Department of Services for the Blind	
CONTRACTOR ADDRESS 3411 S Alaska Street Seattle, WA 98118-1631 1300 Quince Street SE PO Box 42495 Olympia, WA 98504 410 - 111th Ave SE, Suite 101 Olympia, WA 98501		WASHINGTON UNIFORM BUSINESS IDENTIFIER (UBI) 600-070-511	DSHS INDEX NUMBER 130330
CONTRACTOR CONTACT 1. DSB: Michael MacKillop 2. Community and Technical Colleges: Joe Holliday 3. Public Baccalaureate Institutions: Ruben Flores	CONTRACTOR TELEPHONE (206) 906-5520 (360) 704-4334 (360) 292-4103	CONTRACTOR FAX 	CONTRACTOR E-MAIL ADDRESS michael.mackillop@dsb.wa.gov jholliday@sbctc.edu rflores@councilofpresidents.org
DSHS ADMINISTRATION Division of Vocational Rehabilitation	DSHS DIVISION Division of Vocational Rehabilitation		DSHS CONTRACT CODE 8000LC-61
DSHS CONTACT NAME AND TITLE Doina Dobrin Contracts Specialist		DSHS CONTACT ADDRESS DSHS/DVR 4565 7th Ave SE 4FL Lacey, WA 98503	
DSHS CONTACT TELEPHONE (360)810-0480	DSHS CONTACT FAX (360)407-3933	DSHS CONTACT E-MAIL ADDRESS doina.dobrin@dsbs.wa.gov	
IS THE CONTRACTOR A SUBRECIPIENT FOR PURPOSES OF THIS CONTRACT? No		CFDA NUMBER(S) 	
AGREEMENT START DATE 06/16/2021	AGREEMENT END DATE 06/15/2023		MAXIMUM AGREEMENT AMOUNT Fee For Service
EXHIBITS. The following Exhibits are attached and are incorporated into this Agreement by reference: <input checked="" type="checkbox"/> Exhibits (specify): Exhibit A - Data Security Requirements Exhibit B (DSHS Form 11-088), Exhibit C- Blank Signature Page <input type="checkbox"/> No Exhibits.			
The terms and conditions of this Agreement are an integration and representation of the final, entire and exclusive understanding between the parties superseding and merging all previous agreements, writings, and communications, oral or otherwise regarding the subject matter of this Agreement, between the parties. The parties signing below represent they have read and understand this Agreement, and have the authority to execute this Agreement. This Agreement shall be binding on DSHS only upon signature by DSHS.			
CONTRACTOR SIGNATURE 	PRINTED NAME AND TITLE Michael MacKillop, DSB Acting Executive Director		DATE SIGNED 6-7-21
DSHS SIGNATURE 	PRINTED NAME AND TITLE Doina Dobrin, Contracts Specialist		DATE SIGNED 8/11/2021

CONTRACTOR SIGNATURE 	PRINTED NAME AND TITLE Lin Zhou Bates Technical College President	DATE SIGNED 7-7-2021
CONTRACTOR SIGNATURE 	PRINTED NAME AND TITLE Gary Locke Bellevue College Interim President	DATE SIGNED 7-8-2021
CONTRACTOR SIGNATURE 	PRINTED NAME AND TITLE Walter Hudsick Bellingham Technical College Interim President	DATE SIGNED 7-7-2021
CONTRACTOR SIGNATURE 	PRINTED NAME AND TITLE Sara Thompson Tweedy Big Bend Community College President	DATE SIGNED 7-7-2021
CONTRACTOR SIGNATURE 	PRINTED NAME AND TITLE Eric Murray Cascadia College President	DATE SIGNED 7-7-2021
CONTRACTOR SIGNATURE 	PRINTED NAME AND TITLE Bob Mohrbacher Centralia College President	DATE SIGNED 7-7-2021
CONTRACTOR SIGNATURE 	PRINTED NAME AND TITLE Karin Edwards Clark College President	DATE SIGNED 7-7-2021
CONTRACTOR SIGNATURE 	PRINTED NAME AND TITLE Joyce Loveday Clover Park Technical College President	DATE SIGNED 7-7-2021
CONTRACTOR SIGNATURE 	PRINTED NAME AND TITLE Rebekah Woods Columbia Basin College President	DATE SIGNED 7-11-2021
CONTRACTOR SIGNATURE 	PRINTED NAME AND TITLE Amit Singh Edmonds College President	DATE SIGNED 7-9-2021
CONTRACTOR SIGNATURE 	PRINTED NAME AND TITLE Daria Willis Everett Community College President	DATE SIGNED 7-7-2021
CONTRACTOR SIGNATURE 	PRINTED NAME AND TITLE Ed Brewster Grays Harbor College Interim President	DATE SIGNED 7-8-2021
CONTRACTOR SIGNATURE 	PRINTED NAME AND TITLE Suzanne Johnson Green River College President	DATE SIGNED 7-7-2021
CONTRACTOR SIGNATURE 	PRINTED NAME AND TITLE John Mosby Highline College President	DATE SIGNED 7-7-2021
CONTRACTOR SIGNATURE 	PRINTED NAME AND TITLE Amy Morrison Lake Washington Institute of Technology President	DATE SIGNED 7-7-2021
CONTRACTOR SIGNATURE 	PRINTED NAME AND TITLE Chris Bailey Lower Columbia College President	DATE SIGNED 7-7-2021

CONTRACTOR SIGNATURE 	PRINTED NAME AND TITLE Chemene Crawford North Seattle College President	DATE SIGNED 7-12-2021
CONTRACTOR SIGNATURE 	PRINTED NAME AND TITLE Marty Cavalluzzi Olympic College President	DATE SIGNED 7-27-2021
CONTRACTOR SIGNATURE 	PRINTED NAME AND TITLE Luke Robins Peninsula College President	DATE SIGNED 7-7-2021
CONTRACTOR SIGNATURE 	PRINTED NAME AND TITLE Michele Johnson Pierce College Chancellor	DATE SIGNED 7-12-2021
CONTRACTOR SIGNATURE 	PRINTED NAME AND TITLE Julie White Pierce College Fort Steilacoom President	DATE SIGNED 7-12-2021
CONTRACTOR SIGNATURE 	PRINTED NAME AND TITLE Darrell Cain Pierce College Puyallup President	DATE SIGNED 7-12-2021
CONTRACTOR SIGNATURE 	PRINTED NAME AND TITLE Kevin McCarthy Renton Technical College President	DATE SIGNED 7-7-2021
CONTRACTOR SIGNATURE 	PRINTED NAME AND TITLE Sheila Edwards Lange Seattle Central College President	DATE SIGNED 7-7-2021
CONTRACTOR SIGNATURE 	PRINTED NAME AND TITLE Shouan Pan Seattle Colleges Chancellor	DATE SIGNED 7-7-2021
CONTRACTOR SIGNATURE 	PRINTED NAME AND TITLE Phillip King Shoreline Community College Acting President	DATE SIGNED 7-7-2021
CONTRACTOR SIGNATURE 	PRINTED NAME AND TITLE Tom Keegan Skagit Valley College President	DATE SIGNED 7-12-2021
CONTRACTOR SIGNATURE 	PRINTED NAME AND TITLE Tim Stokes South Puget Sound Community College President	DATE SIGNED 7-7-2021
CONTRACTOR SIGNATURE 	PRINTED NAME AND TITLE Rosie Rimando-Chareunsap South Seattle College President	DATE SIGNED 7-28-2021
CONTRACTOR SIGNATURE 	PRINTED NAME AND TITLE Christine Johnson Community Colleges of Spokane Chancellor	DATE SIGNED 7-7-2021
CONTRACTOR SIGNATURE 	PRINTED NAME AND TITLE Kevin Brockbank Spokane Community College President	DATE SIGNED 7-7-2021
CONTRACTOR SIGNATURE 	PRINTED NAME AND TITLE Kimberlee Messina Spokane Falls Community College President	DATE SIGNED 7-7-2021

CONTRACTOR SIGNATURE 	PRINTED NAME AND TITLE Ivan Harrell Tacoma Community College President	DATE SIGNED 7-7-2021
CONTRACTOR SIGNATURE 	PRINTED NAME AND TITLE Chad Hickox Walla Walla Community College President	DATE SIGNED 7-7-2021
CONTRACTOR SIGNATURE 	PRINTED NAME AND TITLE Jim Richardson Wenatchee Valley College President	DATE SIGNED 7-7-2021
CONTRACTOR SIGNATURE 	PRINTED NAME AND TITLE Kathi Hiyane-Brown Whatcom Community College President	DATE SIGNED 7-7-2021
CONTRACTOR SIGNATURE 	PRINTED NAME AND TITLE Linda Kaminski Yakima Valley College President	DATE SIGNED 7-7-2021
CONTRACTOR SIGNATURE	PRINTED NAME AND TITLE	DATE SIGNED
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CONTRACTOR SIGNATURE	PRINTED NAME AND TITLE	DATE SIGNED

DSHS General Terms and Conditions

1. **Definitions.** The words and phrases listed below, as used in this Contract, shall each have the following definitions:
- a. "Central Contracts and Legal Services" means the DSHS central headquarters contracting office, or successor section or office.
 - b. "Confidential Information" or "Data" means information that is exempt from disclosure to the public or other unauthorized persons under RCW 42.56 or other federal or state laws. Confidential Information includes, but is not limited to, Personal Information.
 - c. "Contract" or "Agreement" means the entire written agreement between DSHS and the Contractor, including any Exhibits, documents, or materials incorporated by reference. The parties may execute this contract in multiple counterparts, each of which is deemed an original and all of which constitute only one agreement. E-mail or Facsimile transmission of a signed copy of this contract shall be the same as delivery of an original.
 - d. "CCLS Chief" means the manager, or successor, of Central Contracts and Legal Services or successor section or office.
 - e. "Contractor" means the individual or entity performing services pursuant to this Contract and includes the Contractor's owners, members, officers, directors, partners, employees, and/or agents, unless otherwise stated in this Contract. For purposes of any permitted Subcontract, "Contractor" includes any Subcontractor and its owners, members, officers, directors, partners, employees, and/or agents.
 - f. "Debarment" means an action taken by a Federal agency or official to exclude a person or business entity from participating in transactions involving certain federal funds.
 - g. "DSHS" or the "Department" means the state of Washington Department of Social and Health Services and its employees and authorized agents.
 - h. "Encrypt" means to encode Confidential Information into a format that can only be read by those possessing a "key;" a password, digital certificate or other mechanism available only to authorized users. Encryption must use a key length of at least 256 bits for symmetric keys, or 2048 bits for asymmetric keys. When a symmetric key is used, the Advanced Encryption Standard (AES) must be used if available.
 - i. "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.
 - j. "Physically Secure" means that access is restricted through physical means to authorized individuals only.
 - k. "Program Agreement" means an agreement between the Contractor and DSHS containing special terms and conditions, including a statement of work to be performed by the Contractor and payment to be made by DSHS.
 - l. "RCW" means the Revised Code of Washington. All references in this Contract to RCW chapters or sections shall include any successor, amended, or replacement statute. Pertinent RCW chapters can be accessed at <http://apps.leg.wa.gov/rcw/>.

DSHS General Terms and Conditions

- m. "Regulation" means any federal, state, or local regulation, rule, or ordinance.
- n. "Secured Area" means an area to which only authorized representatives of the entity possessing the Confidential Information have access. Secured Areas may include buildings, rooms or locked storage containers (such as a filing cabinet) within a room, as long as access to the Confidential Information is not available to unauthorized personnel.
- o. "Subcontract" means any separate agreement or contract between the Contractor and an individual or entity ("Subcontractor") to perform all or a portion of the duties and obligations that the Contractor is obligated to perform pursuant to this Contract.
- p. "Tracking" means a record keeping system that identifies when the sender begins delivery of Confidential Information to the authorized and intended recipient, and when the sender receives confirmation of delivery from the authorized and intended recipient of Confidential Information.
- q. "Trusted Systems" include only the following methods of physical delivery: (1) hand-delivery by a person authorized to have access to the Confidential Information with written acknowledgement of receipt; (2) United States Postal Service ("USPS") first class mail, or USPS delivery services that include Tracking, such as Certified Mail, Express Mail or Registered Mail; (3) commercial delivery services (e.g. FedEx, UPS, DHL) which offer tracking and receipt confirmation; and (4) the Washington State Campus mail system. For electronic transmission, the Washington State Governmental Network (SGN) is a Trusted System for communications within that Network.
- r. "WAC" means the Washington Administrative Code. All references in this Contract to WAC chapters or sections shall include any successor, amended, or replacement regulation. Pertinent WAC chapters or sections can be accessed at <http://apps.leg.wa.gov/wac/>.

2. Amendment. This Contract may only be modified by a written amendment signed by both parties. Only personnel authorized to bind each of the parties may sign an amendment.

3. Assignment. The Contractor shall not assign this Contract or any Program Agreement to a third party without the prior written consent of DSHS.

4. Billing Limitations.

- a. DSHS shall pay the Contractor only for authorized services provided in accordance with this Contract.
- b. DSHS shall not pay any claims for payment for services submitted more than twelve (12) months after the calendar month in which the services were performed.
- c. The Contractor shall not bill and DSHS shall not pay for services performed under this Contract, if the Contractor has charged or will charge another agency of the state of Washington or any other party for the same services.

5. Compliance with Applicable Law. At all times during the term of this Contract, the Contractor shall comply with all applicable federal, state, and local laws and regulations, including but not limited to, nondiscrimination laws and regulations.

6. Confidentiality.

- a. The Contractor shall not use, publish, transfer, sell or otherwise disclose any Confidential

DSHS General Terms and Conditions

Information gained by reason of this Contract for any purpose that is not directly connected with Contractor's performance of the services contemplated hereunder, except:

- (1) as provided by law; or,
 - (2) in the case of Personal Information, with the prior written consent of the person or personal representative of the person who is the subject of the Personal Information.
- b. The Contractor shall protect and maintain all Confidential Information gained by reason of this Contract against unauthorized use, access, disclosure, modification or loss. This duty requires the Contractor to employ reasonable security measures, which include restricting access to the Confidential Information by:
- (1) Allowing access only to staff that have an authorized business requirement to view the Confidential Information.
 - (2) Physically Securing any computers, documents, or other media containing the Confidential Information.
 - (3) Ensure the security of Confidential Information transmitted via fax (facsimile) by:
 - (a) Verifying the recipient phone number to prevent accidental transmittal of Confidential Information to unauthorized persons.
 - (b) Communicating with the intended recipient before transmission to ensure that the fax will be received only by an authorized person.
 - (c) Verifying after transmittal that the fax was received by the intended recipient.
 - (4) When transporting six (6) or more records containing Confidential Information, outside a Secured Area, do one or more of the following as appropriate:
 - (a) Use a Trusted System.
 - (b) Encrypt the Confidential Information, including:
 - i. Encrypting email and/or email attachments which contain the Confidential Information.
 - ii. Encrypting Confidential Information when it is stored on portable devices or media, including but not limited to laptop computers and flash memory devices.
- Note: If the DSHS Data Security Requirements Exhibit is attached to this contract, this item, 6.b.(4), is superseded by the language contained in the Exhibit.**
- (5) Send paper documents containing Confidential Information via a Trusted System.
 - (6) Following the requirements of the DSHS Data Security Requirements Exhibit, if attached to this contract.
- c. Upon request by DSHS, at the end of the Contract term, or when no longer needed, Confidential Information shall be returned to DSHS or Contractor shall certify in writing that they employed a DSHS approved method to destroy the information. Contractor may obtain information regarding approved destruction methods from the DSHS contact identified on the cover page of this Contract.

DSHS General Terms and Conditions

- d. Paper documents with Confidential Information may be recycled through a contracted firm, provided the contract with the recycler specifies that the confidentiality of information will be protected, and the information destroyed through the recycling process. Paper documents containing Confidential Information requiring special handling (e.g. protected health information) must be destroyed on-site through shredding, pulping, or incineration.
 - e. Notification of Compromise or Potential Compromise. The compromise or potential compromise of Confidential Information must be reported to the DSHS Contact designated on the contract within one (1) business day of discovery. Contractor must also take actions to mitigate the risk of loss and comply with any notification or other requirements imposed by law or DSHS.
7. **Debarment Certification.** The Contractor, by signature to this Contract, certifies that the Contractor is not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded by any Federal department or agency from participating in transactions (Debarred). The Contractor also agrees to include the above requirement in any and all Subcontracts into which it enters. The Contractor shall immediately notify DSHS if, during the term of this Contract, Contractor becomes Debarred. DSHS may immediately terminate this Contract by providing Contractor written notice if Contractor becomes Debarred during the term hereof.
8. **Governing Law and Venue.** This Contract shall be construed and interpreted in accordance with the laws of the state of Washington and the venue of any action brought hereunder shall be in Superior Court for Thurston County.
9. **Independent Contractor.** The parties intend that an independent contractor relationship will be created by this Contract. The Contractor and his or her employees or agents performing under this Contract are not employees or agents of the Department. The Contractor, his or her employees, or agents performing under this Contract will not hold himself/herself out as, nor claim to be, an officer or employee of the Department by reason hereof, nor will the Contractor, his or her employees, or agent make any claim of right, privilege or benefit that would accrue to such officer or employee.
10. **Inspection.** The Contractor shall, at no cost, provide DSHS and the Office of the State Auditor with reasonable access to Contractor's place of business, Contractor's records, and DSHS client records, wherever located. These inspection rights are intended to allow DSHS and the Office of the State Auditor to monitor, audit, and evaluate the Contractor's performance and compliance with applicable laws, regulations, and these Contract terms. These inspection rights shall survive for six (6) years following this Contract's termination or expiration.
11. **Maintenance of Records.** The Contractor shall maintain records relating to this Contract and the performance of the services described herein. The records include, but are not limited to, accounting procedures and practices, which sufficiently and properly reflect all direct and indirect costs of any nature expended in the performance of this Contract. All records and other material relevant to this Contract shall be retained for six (6) years after expiration or termination of this Contract.
- Without agreeing that litigation or claims are legally authorized, if any litigation, claim, or audit is started before the expiration of the six (6) year period, the records shall be retained until all litigation, claims, or audit findings involving the records have been resolved.
12. **Order of Precedence.** In the event of any inconsistency or conflict between the General Terms and Conditions and the Special Terms and Conditions of this Contract or any Program Agreement, the inconsistency or conflict shall be resolved by giving precedence to these General Terms and Conditions. Terms or conditions that are more restrictive, specific, or particular than those contained in the General Terms and Conditions shall not be construed as being inconsistent or in conflict.

DSHS General Terms and Conditions

- 13. Severability.** If any term or condition of this Contract is held invalid by any court, the remainder of the Contract remains valid and in full force and effect.
- 14. Survivability.** The terms and conditions contained in this Contract or any Program Agreement which, by their sense and context, are intended to survive the expiration or termination of the particular agreement shall survive. Surviving terms include, but are not limited to: Billing Limitations; Confidentiality, Disputes; Indemnification and Hold Harmless, Inspection, Maintenance of Records, Notice of Overpayment, Ownership of Material, Termination for Default, Termination Procedure, and Treatment of Property.
- 15. Contract Renegotiation, Suspension, or Termination Due to Change in Funding.**

If the funds DSHS relied upon to establish this Contract or Program Agreement are withdrawn, reduced or limited, or if additional or modified conditions are placed on such funding, after the effective date of this contract but prior to the normal completion of this Contract or Program Agreement:

- a. At DSHS's discretion, the Contract or Program Agreement may be renegotiated under the revised funding conditions.
 - b. At DSHS's discretion, DSHS may give notice to Contractor to suspend performance when DSHS determines that there is reasonable likelihood that the funding insufficiency may be resolved in a timeframe that would allow Contractor's performance to be resumed prior to the normal completion date of this contract.
 - (1) During the period of suspension of performance, each party will inform the other of any conditions that may reasonably affect the potential for resumption of performance.
 - (2) When DSHS determines that the funding insufficiency is resolved, it will give Contractor written notice to resume performance. Upon the receipt of this notice, Contractor will provide written notice to DSHS informing DSHS whether it can resume performance and, if so, the date of resumption. For purposes of this subsection, "written notice" may include email.
 - (3) If the Contractor's proposed resumption date is not acceptable to DSHS and an acceptable date cannot be negotiated, DSHS may terminate the contract by giving written notice to Contractor. The parties agree that the Contract will be terminated retroactive to the date of the notice of suspension. DSHS shall be liable only for payment in accordance with the terms of this Contract for services rendered prior to the retroactive date of termination.
 - c. DSHS may immediately terminate this Contract by providing written notice to the Contractor. The termination shall be effective on the date specified in the termination notice. DSHS shall be liable only for payment in accordance with the terms of this Contract for services rendered prior to the effective date of termination. No penalty shall accrue to DSHS in the event the termination option in this section is exercised.
- 16. Waiver.** Waiver of any breach or default on any occasion shall not be deemed to be a waiver of any subsequent breach or default. Any waiver shall not be construed to be a modification of the terms and conditions of this Contract. Only the CCLS Chief or designee has the authority to waive any term or condition of this Contract on behalf of DSHS.

Additional General Terms and Conditions – Interlocal Agreements:

- 17. Disputes.** Both DSHS and the Contractor ("Parties") agree to work in good faith to resolve all conflicts

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at the lowest level possible. However, if the Parties are not able to promptly and efficiently resolve, through direct informal contact, any dispute concerning the interpretation, application, or implementation of any section of this Agreement, either Party may reduce its description of the dispute in writing, and deliver it to the other Party for consideration. Once received, the assigned managers or designees of each Party will work to informally and amicably resolve the issue within five (5) business days. If managers or designees are unable to come to a mutually acceptable decision within five (5) business days, they may agree to issue an extension to allow for more time.

If the dispute cannot be resolved by the managers or designees, the issue will be referred through each Agency's respective operational protocols, to the Secretary of DSHS ("Secretary") and the Contractor's Agency Head ("Agency Head") or their deputies or designated delegates. Both Parties will be responsible for submitting all relevant documentation, along with a short statement as to how they believe the dispute should be settled, to the Secretary and Agency Head.

Upon receipt of the referral and relevant documentation, the Secretary and Agency Head will confer to consider the potential options of resolution, and to arrive at a decision within fifteen (15) business days. The Secretary and Agency Head may appoint a review team, a facilitator, or both, to assist in the resolution of the dispute. If the Secretary and Agency Head are unable to come to a mutually acceptable decision within fifteen (15) business days, they may agree to issue an extension to allow for more time.

The final decision will be put in writing, and will be signed by both the Secretary and Agency Head. If the Agreement is active at the time of resolution, the Parties will execute an amendment or change order to incorporate the final decision into the Agreement. The decision will be final and binding as to the matter reviewed and the dispute shall be settled in accordance with the terms of the decision.

If the Secretary and Agency Head are unable to come to a mutually acceptable decision, the Parties will request intervention by the Governor, per RCW 43.17.330, in which case the governor shall employ whatever dispute resolution methods that the governor deems appropriate in resolving the dispute.

Both Parties agree that, the existence of a dispute notwithstanding, the Parties will continue without delay to carry out all respective responsibilities under this Agreement that are not affected by the dispute.

18. Hold Harmless.

- a. The Contractor shall be responsible for and shall hold DSHS harmless from all claims, loss, liability, damages, or fines arising out of or relating to the Contractor's, or any Subcontractor's, performance or failure to perform this Agreement, or the acts or omissions of the Contractor or any Subcontractor. DSHS shall be responsible for and shall hold the Contractor harmless from all claims, loss, liability, damages, or fines arising out of or relating to DSHS' performance or failure to perform this Agreement.
- b. The Contractor waives its immunity under Title 51 RCW to the extent it is required to indemnify, defend, and hold harmless the State and its agencies, officials, agents, or employees.

19. Ownership of Material. Material created by the Contractor and paid for by DSHS as a part of this Contract shall be owned by DSHS and shall be "work made for hire" as defined by Title 17 USCA, Section 101. This material includes, but is not limited to: books; computer programs; documents; films; pamphlets; reports; sound reproductions; studies; surveys; tapes; and/or training materials. Material which the Contractor uses to perform the Contract but is not created for or paid for by DSHS is owned by the Contractor and is not "work made for hire"; however, DSHS shall have a perpetual license to use

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this material for DSHS internal purposes at no charge to DSHS, provided that such license shall be limited to the extent which the Contractor has a right to grant such a license.

20. Subrecipients.

- a. General. If the Contractor is a subrecipient of federal awards as defined by 2 CFR Part 200 and this Agreement, the Contractor shall:
 - (1) Maintain records that identify, in its accounts, all federal awards received and expended and the federal programs under which they were received, by Catalog of Federal Domestic Assistance (CFDA) title and number, award number and year, name of the federal agency, and name of the pass-through entity;
 - (2) Maintain internal controls that provide reasonable assurance that the Contractor is managing federal awards in compliance with laws, regulations, and provisions of contracts or grant agreements that could have a material effect on each of its federal programs;
 - (3) Prepare appropriate financial statements, including a schedule of expenditures of federal awards;
 - (4) Incorporate 2 CFR Part 200, Subpart F audit requirements into all agreements between the Contractor and its Subcontractors who are subrecipients;
 - (5) Comply with the applicable requirements of 2 CFR Part 200, including any future amendments to 2 CFR Part 200, and any successor or replacement Office of Management and Budget (OMB) Circular or regulation; and
 - (6) Comply with the Omnibus Crime Control and Safe streets Act of 1968, Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, Title II of the Americans with Disabilities Act of 1990, Title IX of the Education Amendments of 1972, The Age Discrimination Act of 1975, and The Department of Justice Non-Discrimination Regulations, 28 C.F.R. Part 42, Subparts C.D.E. and G, and 28 C.F.R. Part 35 and 39. (Go to <https://ojp.gov/about/offices/ocr.htm> for additional information and access to the aforementioned Federal laws and regulations.)
- b. Single Audit Act Compliance. If the Contractor is a subrecipient and expends \$750,000 or more in federal awards from any and/or all sources in any fiscal year, the Contractor shall procure and pay for a single audit or a program-specific audit for that fiscal year. Upon completion of each audit, the Contractor shall:
 - (1) Submit to the DSHS contact person the data collection form and reporting package specified in 2 CFR Part 200, Subpart F, reports required by the program-specific audit guide (if applicable), and a copy of any management letters issued by the auditor;
 - (2) Follow-up and develop corrective action for all audit findings; in accordance with 2 CFR Part 200, Subpart F; prepare a "Summary Schedule of Prior Audit Findings" reporting the status of all audit findings included in the prior audit's schedule of findings and questioned costs.
- c. Overpayments. If it is determined by DSHS, or during the course of a required audit, that the Contractor has been paid unallowable costs under this or any Program Agreement, DSHS may require the Contractor to reimburse DSHS in accordance with 2 CFR Part 200.

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21. Termination.

- a. Default. If for any cause, either party fails to fulfill its obligations under this Agreement in a timely and proper manner, or if either party violates any of the terms and conditions contained in this Agreement, then the aggrieved party will give the other party written notice of such failure or violation. The responsible party will be given 15 working days to correct the violation or failure. If the failure or violation is not corrected, this Agreement may be terminated immediately by written notice from the aggrieved party to the other party.
- b. Convenience. Either party may terminate this Interlocal Agreement for any other reason by providing 30 calendar days' written notice to the other party.
- c. Payment for Performance. If this Interlocal Agreement is terminated for any reason, DSHS shall only pay for performance rendered or costs incurred in accordance with the terms of this Agreement and prior to the effective date of termination.

22. Treatment of Client Property. Unless otherwise provided, the Contractor shall ensure that any adult client receiving services from the Contractor has unrestricted access to the client's personal property. The Contractor shall not interfere with any adult client's ownership, possession, or use of the client's property. The Contractor shall provide clients under age eighteen (18) with reasonable access to their personal property that is appropriate to the client's age, development, and needs. Upon termination of the Contract, the Contractor shall immediately release to the client and/or the client's guardian or custodian all of the client's personal property.

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1. **Definitions Specific to Special Terms.** The words and phrases listed below, as used in this Contract, shall each have the following definitions:
- a. "Academic Year" means the educational term starting summer through spring.
 - b. "Accommodations" means the requirements of a PIHE to provide academic adjustments and auxiliary aids to qualified students with disabilities as set forth in federal and state law, including the Rehabilitation Act and the Americans with Disabilities Act (ADA).
 - c. "Agreement" means the entire written agreement between PIHE, DSB, and DVR, including any attachments, documents or materials incorporated by reference. The Parties may execute this Agreement in multiple counterparts, each of which is deemed an original and all of which constitutes only one agreement.
 - d. "Covered Services" means sign language interpreting, speech to text, and alternative format conversion of required course content (i.e. Braille, electronic formats). This definition applies to this contract only.
 - e. "DSB" means Department of Services for the Blind.
 - f. "DVR" means Department of Social and Health Services, Division of Vocational Rehabilitation.
 - g. "Exceptional Costs" means costs incurred when (1) a Student Participant needs Covered Services as defined in this contract and (2) the cost of those Covered Services exceeds \$7,500 for an academic year.
 - h. "Parties" means DSB, DVR, and PIHE.
 - i. "PIHE" means the combination, or individual members, of public institution(s) of higher education in Washington State. This definition applies to this contract only.
 - j. "Services" means DVR and/or DSB services as set forth in Section 103 of the Rehabilitation Act of 1973 (as amended in 1998), 29 U.S.C. section 723, as defined in WAC 388-891-0600 (DVR) and WAC 67-25 (DSB).
 - k. "Speech to Text" means any technological system, local or remote, that converts auditory presented information to digital text. The auditory information may be presented live in real-time, delayed or pre-recorded, and the auditory content must be directly relevant to the curricular content of the course.
 - l. "Student Participant" means an individual who has been determined eligible by DVR or DSB and accepted by the PIHE as a student, and whose plan of services with DVR or DSB includes enrollment at a PIHE.
 - m. "Subcontractor" means one not in the employment of a Party to this Agreement, who performs all or part of the services under this Agreement under a separate contract with a Party to this Agreement. This terms "subcontractor" and "subcontractors" mean any subcontractor(s) in any tier.

2. **Purpose.** The purpose of this Contract is to:

Form a cooperative partnership for the purpose of promoting a collaborative approach to serving qualified Student Participants while recognizing the different missions of DVR, DSB and the PIHE. Furthermore, this Agreement will outline the financial responsibility associated with approved covered

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services for qualified Student Participants.

- 3. Statement of Work.** The Contractor shall provide the services and staff, and otherwise do all things necessary for or incidental to the performance of work, as set forth below:

a. Financial and Programmatic Responsibilities

- (1) All parties share equal responsibility to implement and perform all services governed by this Agreement with diligence, competence and skill;
- (2) The Student Participant is responsible for providing the PIHE with appropriate documentation of disability. DVR, DSB and the PIHE may, with written permission of the Student Participant, share documentation of disability. Each party shall maintain its own requirements for documentation.
- (3) Coordination of services for Student Participants is the responsibility of all parties. With the written permission of the Student Participant, DVR, DSB, and the PIHE are encouraged to communicate as appropriate to facilitate the successful completion of the Student Participant's education program, and/or to initiate consultation with one another on such issues as services and accommodations.
- (4) Parties shall respond to requests for coordination of services and accommodations that respect the time requirements of the other parties. These responses should take place within five (5) business days of receipt of request for coordination.
- (5) Parties are encouraged to enter into joint educational or training projects related to working with Student Participants with disabilities.
- (6) DVR, DSB, and the PIHE shall seek opportunities to develop strategies to improve access to and cost effectiveness of assistive technology and other accommodations and services.
- (7) Retention of policies. In keeping with their differing missions, DVR, DSB, and the PIHE may maintain different requirements regarding eligibility documentation of disability, and provision of services (DVR and/or DSB) and accommodations (PIHE). Nothing within this agreement shall obligate DVR, DSB, or PIHE to abandon or alter their policies in regard to such matters as they are used in guiding the provision of services and accommodations.
- (8) Agreement for additional services. This Contract does not prohibit parties from contracting with each other to provide services for Student Participants beyond those required in this Contract

b. DVR and/or DSB:

- (1) DVR and/or DSB may provide financial assistance for tuition, fees, books, and transportation to students with disabilities attending a PIHE who are served by DVR or DSB, consistent with the Student Participant's Individualized Plan for Employment and Federal and State regulations.
- (2) Determination of the Student Participant's eligibility for DVR or DSB services is the responsibility of the relevant agency.
- (3) DVR and/or DSB shall encourage Student Participants interested in attending a PIHE to meet with the PIHE to discuss accommodation needs.

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- (4) DVR and/or DSB may provide relevant assessment information to a PIHE, documenting the Student Participant's disability, with written permission of the individual served. DVR and/or DSB will not fund assessment services to students who are not customers of DVR or DSB.
- (5) DVR and/or DSB shall clarify with Student Participants interested in attending or already enrolled at a PIHE the PIHE has the responsibility to determine if accommodations are needed in the PIHE setting and, if so, the nature and scope of such accommodations.
- (6) In circumstances where the Student Participant is significantly impacted by the nature of their disability to the point that multiple and/or complex technologies are necessary, DVR and/or DSB may, at the request of a PIHE:
 - (a) Provide technical assistance to assist the PIHE in identifying the nature and extent of necessary accommodations for Covered Services commensurate with the Student Participant's ability; and
 - (b) Provide training in the use of appropriate assistive technologies as they relate to Covered Services.
- (7) DVR and/or DSB shall assist Student Participants in identifying and accessing resources in order to obtain assistive devices, adaptive technology and other materials that become the property of the individual Student Participant, under Individualized Plans for Employment and in accordance with DVR and/or DSB policies and procedures.
- (8) Determination of the appropriate vocational rehabilitation services for the Student Participant shall be made by DVR or DSB in collaboration with the Student Participant.

c. PIHE:

- (1) Determination of appropriate accommodations for programs and activities offered by the PIHE rests with that PIHE. The PIHE shall identify and provide appropriate accommodations to the Student Participant, including individuals who are customers of DVR or DSB attending the PIHE.
- (2) PIHE shall schedule and pay for Covered Services and Exceptional Costs following the PIHEs' institutional processes after services have been provided and a proper invoice has been received.
- (3) Determination of the Student Participant's academic eligibility and appropriate academic and technical standards rests exclusively with the PIHE following the PIHE's policies and protocols.
- (4) A PIHE informs its students of availability of DVR and/or DSB services, but will not require its students to seek DVR and/or DSB services as a condition of providing accommodations.
- (5) A PIHE shall coordinate with DVR or DSB about Student Participant's Covered Services prior to exceeding the Exceptional Cost of \$7500 for the academic year.

d. Cost Sharing/Consideration

- (1) Student Accommodation Cost Share Agreement – Exhibit B (DSHS Form 11-088) is incorporated into this Contract. This agreement is located on the DSHS Forms and Records internet site at <https://www.dshs.wa.gov/sites/default/files/forms/pdf/11-088.pdf>.

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(a) Estimated Costs

- i. PIHE determines estimated costs associated with Covered Services.
- ii. PIHE submits a Cost Share Agreement to DVR and/or DSB within 30 calendar days of starting the provision of Covered Services for a Student Participant when it is anticipated the Covered Services will meet and/or exceed the \$7,500 threshold for the academic year.
- iii. DVR and/or DSB Counselor reviews, approves (signs), and returns the estimated Cost Share Agreement or requests additional information as needed within 15 calendar days of receiving the Cost Share Agreement from the PIHE.
- iv. DVR and/or DSB may not participate in the cost sharing agreement if the Cost Share Worksheet is not submitted and approved following the processes outlined in this agreement.
- v. If, during the course of the academic year, the amount in Section E (4) of the Cost Share Agreement is anticipated to increase by 25% or more, then the PIHE must resubmit a revised estimate to reflect the increase on a Cost Share Agreement to DVR and/or DSB for review and approval 30 calendar days prior to incurring the additional costs.
- vi. DVR and/or DSB Counselor reviews, approves (signs), and returns the revised estimated Cost Share Agreement or requests additional information as needed within 15 calendar days of receiving the revised Cost Share Agreement from PIHE.

(b) Actual Costs

- i. PIHE determines actual costs associated with Covered Services.
- ii. PIHE submits actual cost information on a newly completed Cost Share Agreement to DVR and/or DSB along with appropriate itemized invoice(s) for payment, per Section 7, Billing and Payment.
- iii. DVR and DSB individually reserve the right to request additional information from the PIHE, as needed, to make informed decisions on cost approval following the standards outlined in this agreement. PIHE individually reserve the right to request additional information from DVR/DSB should the Exceptional Costs be denied and/or modified by DVR/DSB to ensure the costs meet the standards outlined in this agreement. This is the last step before the Dispute Resolution process is begun.

4. Notification and Agreement Administration.

a. The initial DVR representative is:

Cassi Villegas, Community Programs Manager
DSHS Division of Vocational Rehabilitation
PO Box 45340
Olympia WA 98504-5340
(360) 725-3665
cassi.villegas@dshs.wa.gov

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b. The initial DSB representative is:

Michael MacKillop, Deputy Director
Department of Services for the Blind
3411 S Alaska St.
Seattle, WA 98118-1631
(206) 906-5520
michael.mackillop@dsb.wa.gov

c. The initial representative for the community and technical college system is:

Joe Holliday, Director of Student Services
Washington State Board for Community & Technical Colleges
1300 Quince Street SE
PO Box 42495
Olympia WA 98504
(360) 704-4334
jholliday@sbctc.edu

d. The initial contact for the public baccalaureate institutions is:

Ruben Flores, Director of Government Relations and Business Affairs
410 - 111th Ave SE, Suite 101
Olympia, WA 98501
(360) 292-4103
rflores@councilofpresidents.org

5. Subcontracting.

Except as otherwise provided in the Agreement, the Parties shall not subcontract any of their obligations as identified in this Agreement. The provision on subcontracting does not apply to Covered Services secured by any of the Parties for the benefit of Student Participants.

6. Consideration. Total consideration payable to Contractor for satisfactory performance of the work under this Contract shall be based on the following:

a. DVR and/or DSB agree to share Exceptional Costs

- (1) Submission of completed and approved Cost Share Agreement- Exhibit B is required when requesting reimbursement for payment of final approved costs.
- (2) When Exceptional Costs are supported, the PIHE may ask DVR and/or DSB to share in the cost of the Covered Services exceeding \$7,500, per academic year.
- (3) DVR and/or DSB agree to pay 50% of the Exceptional Costs, as defined in Special Terms and Conditions, Section 1. Definitions, sub-section f.
- (4) Accommodations for Student Participants who engage in activities and events that are not required as part of the academic course or program of study are the responsibility of the PIHE.

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7. Billing and Payment.

- a. **Invoice System.** Within thirty (30) calendar days of the end of the term, the Contractor shall submit to DVR or DSB in accordance with the requirements set forth below:
- b. A signed original A19-1A Invoice Voucher as designated by DVR or DSB for delivery of completed service(s). Billing rates shall be in accordance with those set forth in Section 2(d), Cost Sharing/Consideration, of this Agreement; and
- c. All written report(s) as required in Section 2, General Terms and Conditions, of this Agreement for the specific service(s) provided.
- d. Consideration for services rendered shall be payable upon receipt of properly completed invoices which shall be submitted to the **Student Participant's DVR/DSB Vocational Rehabilitation Counselor** by the Contractor not more often than monthly. The invoices shall describe and document to DSB's or DSHS' satisfaction a description of the work performed, activities accomplished, the progress of the project, and fees. The rates shall be in accordance with those set forth in Section 4, Consideration, of this Contract.
- e. **Payment.** Payment shall be considered timely if made by DSHS within thirty (30) days after receipt and acceptance by the **Student Participant's DVR/DSB Vocational Rehabilitation Counselor** of the properly completed invoices. Payment shall be sent to the address designated by the Contractor on page one (1) of this Contract. DSB or DSHS may, at their sole discretion, withhold payment claimed by the Contractor for services rendered if Contractor fails to satisfactorily comply with any term or condition of this Contract.

8. Insurance.

- a. DSHS certifies that it is self-insured under the State's self-insurance liability program, as provided by RCW 4.92.130, and shall pay for losses for which it is found liable.
- b. The Contractor certifies, by checking the appropriate box below, initialing to the left of the box selected, and signing this Agreement, that:

_____ ☐ The Contractor is self-insured or insured through a risk pool and shall pay for losses for which it is found liable; or

_____ ☐ The Contractor maintains the types and amounts of insurance identified below and shall, prior to the execution of this Agreement by DSHS, provide certificates of insurance to that effect to the DSHS contact on page one of this Agreement.

Commercial General Liability Insurance (CGL) – to include coverage for bodily injury, property damage, and contractual liability, with the following minimum limits: Each Occurrence - \$1,000,000; General Aggregate - \$2,000,000. The policy shall include liability arising out of premises, operations, independent contractors, products-completed operations, personal injury, advertising injury, and liability assumed under an insured contract. The State of Washington, DSHS, its elected and appointed officials, agents, and employees shall be named as additional insureds.

9. Dispute Resolution.

When a dispute arises over an issue concerning this Agreement, the following process is used to address the dispute:

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- a. PIHE and DVR or DSB shall attempt to resolve the dispute through informal means between the PIHE and the assigned DVR or DSB Counselor. For those Agreements where a DVR or DSB Counselor is not assigned, the PIHE shall attempt to resolve the dispute with the contact person identified in the notification section of this Agreement.
- b. If the PIHE is not satisfied with the outcome of the resolution with the DVR or DSB Counselor or DSHS or DSB contact person, the PIHE may submit a request for review of the disputed issue, in writing, for review within thirty (30) business days of the outcome to:

FOR DVR DISPUTES:

DVR Director
DSHS/DVR
PO Box 45340
Olympia, WA 98504-5340

FOR DSB DISPUTES:

DSB Deputy Director
3411 S. Alaska Way
Seattle, WA 98118

- c. A request for dispute resolution shall include:
 - (1) Name of the requester;
 - (2) PIHE's name, full address, phone number, and email;
 - (3) Agreement Number; and
 - (4) Description of the issue in dispute, including any documentation related to the dispute.
- d. The reviewer may request additional supporting documentation from either party to assist in reaching a fair resolution.
- e. The Director shall issue a written decision to the PIHE within thirty (30) calendar days of receipt of all information relevant to the issue.
- f. The dispute resolution process described above is the sole administrative remedy under this Agreement.

10. Nondiscrimination.

During the performance of this Agreement, the Parties shall comply with all federal and state nondiscrimination laws and regulations.

11. Entire Agreement.

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

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Exhibit A – Data Security Requirements

1. **Definitions.** The words and phrases listed below, as used in this Exhibit, shall each have the following definitions:
 - a. “AES” means the Advanced Encryption Standard, a specification of Federal Information Processing Standards Publications for the encryption of electronic data issued by the National Institute of Standards and Technology (<http://nvlpubs.nist.gov/nistpubs/FIPS/NIST.FIPS.197.pdf>).
 - b. “Authorized Users(s)” means an individual or individuals with a business need to access DSHS Confidential Information, and who has or have been authorized to do so.
 - c. “Business Associate Agreement” means an agreement between DSHS and a contractor who is receiving Data covered under the Privacy and Security Rules of the Health Insurance Portability and Accountability Act of 1996. The agreement establishes permitted and required uses and disclosures of protected health information (PHI) in accordance with HIPAA requirements and provides obligations for business associates to safeguard the information.
 - d. “Category 4 Data” is data that is confidential and requires special handling due to statutes or regulations that require especially strict protection of the data and from which especially serious consequences may arise in the event of any compromise of such data. Data classified as Category 4 includes but is not limited to data protected by: the Health Insurance Portability and Accountability Act (HIPAA), Pub. L. 104-191 as amended by the Health Information Technology for Economic and Clinical Health Act of 2009 (HITECH), 45 CFR Parts 160 and 164; the Family Educational Rights and Privacy Act (FERPA), 20 U.S.C. §1232g; 34 CFR Part 99; Internal Revenue Service Publication 1075 (<https://www.irs.gov/pub/irs-pdf/p1075.pdf>); Substance Abuse and Mental Health Services Administration regulations on Confidentiality of Alcohol and Drug Abuse Patient Records, 42 CFR Part 2; and/or Criminal Justice Information Services, 28 CFR Part 20.
 - e. “Cloud” means data storage on servers hosted by an entity other than the Contractor and on a network outside the control of the Contractor. Physical storage of data in the cloud typically spans multiple servers and often multiple locations. Cloud storage can be divided between consumer grade storage for personal files and enterprise grade for companies and governmental entities. Examples of consumer grade storage would include iTunes, Dropbox, Box.com, and many other entities. Enterprise cloud vendors include Microsoft Azure, Amazon Web Services, and Rackspace.
 - f. “Encrypt” means to encode Confidential Information into a format that can only be read by those possessing a “key”; a password, digital certificate or other mechanism available only to authorized users. Encryption must use a key length of at least 256 bits for symmetric keys, or 2048 bits for asymmetric keys. When a symmetric key is used, the Advanced Encryption Standard (AES) must be used if available.
 - g. “FedRAMP” means the Federal Risk and Authorization Management Program (see www.fedramp.gov), which is an assessment and authorization process that federal government agencies have been directed to use to ensure security is in place when accessing Cloud computing products and services.
 - h. “Hardened Password” means a string of at least eight characters containing at least three of the following four character classes: Uppercase alphabetic, lowercase alphabetic, numeral, and special characters such as an asterisk, ampersand, or exclamation point.

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- i. "Mobile Device" means a computing device, typically smaller than a notebook, which runs a mobile operating system, such as iOS, Android, or Windows Phone. Mobile Devices include smart phones, most tablets, and other form factors.
- j. "Multi-factor Authentication" means controlling access to computers and other IT resources by requiring two or more pieces of evidence that the user is who they claim to be. These pieces of evidence consist of something the user knows, such as a password or PIN; something the user has such as a key card, smart card, or physical token; and something the user is, a biometric identifier such as a fingerprint, facial scan, or retinal scan. "PIN" means a personal identification number, a series of numbers which act as a password for a device. Since PINs are typically only four to six characters, PINs are usually used in conjunction with another factor of authentication, such as a fingerprint.
- k. "Portable Device" means any computing device with a small form factor, designed to be transported from place to place. Portable devices are primarily battery powered devices with base computing resources in the form of a processor, memory, storage, and network access. Examples include, but are not limited to, mobile phones, tablets, and laptops. Mobile Device is a subset of Portable Device.
- l. "Portable Media" means any machine readable media that may routinely be stored or moved independently of computing devices. Examples include magnetic tapes, optical discs (CDs or DVDs), flash memory (thumb drive) devices, external hard drives, and internal hard drives that have been removed from a computing device.
- m. "Secure Area" means an area to which only authorized representatives of the entity possessing the Confidential Information have access, and access is controlled through use of a key, card key, combination lock, or comparable mechanism. Secure Areas may include buildings, rooms or locked storage containers (such as a filing cabinet or desk drawer) within a room, as long as access to the Confidential Information is not available to unauthorized personnel. In otherwise Secure Areas, such as an office with restricted access, the Data must be secured in such a way as to prevent access by non-authorized staff such as janitorial or facility security staff, when authorized Contractor staff are not present to ensure that non-authorized staff cannot access it.
- n. "Trusted Network" means a network operated and maintained by the Contractor, which includes security controls sufficient to protect DSHS Data on that network. Controls would include a firewall between any other networks, access control lists on networking devices such as routers and switches, and other such mechanisms which protect the confidentiality, integrity, and availability of the Data.
- o. "Unique User ID" means 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.

2. **Authority.** The security requirements described in this document reflect the applicable requirements of Standard 141.10 (<https://ocio.wa.gov/policies>) of the Office of the Chief Information Officer for the state of Washington, and of the DSHS Information Security Policy and Standards Manual. Reference material related to these requirements can be found here: <https://www.dshs.wa.gov/ffa/keeping-dshs-client-information-private-and-secure>, which is a site developed by the DSHS Information Security Office and hosted by DSHS Central Contracts and Legal Services.

3. **Administrative Controls.** The Contractor must have the following controls in place:

- a. A documented security policy governing the secure use of its computer network and systems, and

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which defines sanctions that may be applied to Contractor staff for violating that policy.

- b. If the Data shared under this agreement is classified as Category 4, the Contractor must be aware of and compliant with the applicable legal or regulatory requirements for that Category 4 Data.
- c. If Confidential Information shared under this agreement is classified as Category 4, the Contractor must have a documented risk assessment for the system(s) housing the Category 4 Data.

4. Authorization, Authentication, and Access. In order to ensure that access to the Data is limited to authorized staff, the Contractor must:

- a. Have documented policies and procedures governing access to systems with the shared Data.
- b. Restrict access through administrative, physical, and technical controls to authorized staff.
- c. Ensure that user accounts are unique and that any given user account logon ID and password combination is known only to the one employee to whom that account is assigned. For purposes of non-repudiation, it must always be possible to determine which employee performed a given action on a system housing the Data based solely on the logon ID used to perform the action.
- d. Ensure that only authorized users are capable of accessing the Data.
- e. Ensure that an employee's access to the Data is removed immediately:
 - (1) Upon suspected compromise of the user credentials.
 - (2) When their employment, or the contract under which the Data is made available to them, is terminated.
 - (3) When they no longer need access to the Data to fulfill the requirements of the contract.
- f. Have a process to periodically review and verify that only authorized users have access to systems containing DSHS Confidential Information.
- g. When accessing the Data from within the Contractor's network (the Data stays within the Contractor's network at all times), enforce password and logon requirements for users within the Contractor's network, including:
 - (1) A minimum length of 8 characters, and containing at least three of the following character classes: uppercase letters, lowercase letters, numerals, and special characters such as an asterisk, ampersand, or exclamation point.
 - (2) That a password does not contain a user's name, logon ID, or any form of their full name.
 - (3) That a password does not consist of a single dictionary word. A password may be formed as a passphrase which consists of multiple dictionary words.
 - (4) That passwords are significantly different from the previous four passwords. Passwords that increment by simply adding a number are not considered significantly different.
- h. When accessing Confidential Information from an external location (the Data will traverse the Internet or otherwise travel outside the Contractor's network), mitigate risk and enforce password and logon requirements for users by employing measures including:

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- (1) Ensuring mitigations applied to the system don't allow end-user modification.
 - (2) Not allowing the use of dial-up connections.
 - (3) Using industry standard protocols and solutions for remote access. Examples would include RADIUS and Citrix.
 - (4) Encrypting all remote access traffic from the external workstation to Trusted Network or to a component within the Trusted Network. The traffic must be encrypted at all times while traversing any network, including the Internet, which is not a Trusted Network.
 - (5) Ensuring that the remote access system prompts for re-authentication or performs automated session termination after no more than 30 minutes of inactivity.
 - (6) Ensuring use of Multi-factor Authentication to connect from the external end point to the internal end point.
- i. Passwords or PIN codes may meet a lesser standard if used in conjunction with another authentication mechanism, such as a biometric (fingerprint, face recognition, iris scan) or token (software, hardware, smart card, etc.) in that case:
- (1) The PIN or password must be at least 5 letters or numbers when used in conjunction with at least one other authentication factor
 - (2) Must not be comprised of all the same letter or number (11111, 22222, aaaaa, would not be acceptable)
 - (3) Must not contain a "run" of three or more consecutive numbers (12398, 98743 would not be acceptable)
- j. If the contract specifically allows for the storage of Confidential Information on a Mobile Device, passcodes used on the device must:
- (1) Be a minimum of six alphanumeric characters.
 - (2) Contain at least three unique character classes (upper case, lower case, letter, number).
 - (3) Not contain more than a three consecutive character run. Passcodes consisting of 12345, or abcd12 would not be acceptable.
- k. Render the device unusable after a maximum of 10 failed logon attempts.

5. Protection of Data. The Contractor agrees to store Data on one or more of the following media and protect the Data as described:

- a. **Hard disk drives.** For Data stored on local workstation hard disks, access to the Data will be restricted to Authorized User(s) by requiring logon to the local workstation using a Unique User ID and Hardened Password or other authentication mechanisms which provide equal or greater security, such as biometrics or smart cards.
- b. **Network server disks.** For Data stored on hard disks mounted on network servers and made available through shared folders, access to the Data will be restricted to Authorized Users through the use of access control lists which will grant access only after the Authorized User has

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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 smart cards. Data on disks mounted to such servers must be located 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.

For DSHS Confidential Information stored on these disks, deleting unneeded Data is sufficient as long as the disks remain in a Secure Area and otherwise meet the requirements listed in the above paragraph. Destruction of the Data, as outlined below in Section 8 Data Disposition, may be deferred until the disks are retired, replaced, or otherwise taken out of the Secure Area.

- c. **Optical discs (CDs or DVDs) in local workstation optical disc drives.** Data provided by DSHS on optical discs which will be used in local workstation optical disc drives and which will not be transported out of a Secure Area. When not in use for the contracted purpose, such discs must be Stored in a Secure Area. Workstations which access DSHS Data on optical discs must be located 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.
- d. **Optical discs (CDs or DVDs) in drives or jukeboxes attached to servers.** Data provided by DSHS on optical discs which will be attached to network servers and which will not be transported out of a Secure Area. Access to Data on these discs will be restricted to Authorized Users through the use of access control lists which will grant access only after the Authorized User 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 smart cards. Data on discs attached to such servers must be located 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.
- e. **Paper documents.** Any paper records must be protected by storing the records in a Secure Area which is only accessible to authorized personnel. When not in use, such records must be stored in a Secure Area.
- f. **Remote Access.** Access to and use of the Data over the State Governmental Network (SGN) or Secure Access Washington (SAW) will be controlled by DSHS staff who will issue authentication credentials (e.g. a Unique User ID and Hardened Password) to Authorized Users on Contractor's staff. Contractor will notify DSHS staff immediately whenever an Authorized User in possession of such credentials is terminated or otherwise leaves the employ of the Contractor, and whenever an Authorized User's duties change such that the Authorized User no longer requires access to perform work for this Contract.
- g. **Data storage on portable devices or media.**
 - (1) Except where otherwise specified herein, DSHS Data shall not be stored by the Contractor on portable devices or media unless specifically authorized within the terms and conditions of the Contract. If so authorized, the Data shall be given the following protections:
 - (a) Encrypt the Data.
 - (b) Control access to devices with a Unique User ID and Hardened Password or stronger authentication method such as a physical token or biometrics.

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- (c) 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 20 minutes.
- (d) Apply administrative and physical security controls to Portable Devices and Portable Media by:
 - i. Keeping them in a Secure Area when not in use,
 - ii. Using check-in/check-out procedures when they are shared, and
 - iii. Taking frequent inventories.

- (2) When being transported outside of a Secure Area, Portable Devices and Portable Media with DSHS Confidential Information must be under the physical control of Contractor staff with authorization to access the Data, even if the Data is encrypted.

h. Data stored for backup purposes.

- (1) DSHS Confidential Information may be stored on Portable Media as part of a Contractor's existing, documented backup process for business continuity or disaster recovery purposes. Such storage is authorized until such time as that media would be reused during the course of normal backup operations. If backup media is retired while DSHS Confidential Information still exists upon it, such media will be destroyed at that time in accordance with the disposition requirements below in Section 8 *Data Disposition*.
- (2) Data may be stored on non-portable media (e.g. Storage Area Network drives, virtual media, etc.) as part of a Contractor's existing, documented backup process for business continuity or disaster recovery purposes. If so, such media will be protected as otherwise described in this exhibit. If this media is retired while DSHS Confidential Information still exists upon it, the data will be destroyed at that time in accordance with the disposition requirements below in Section 8 *Data Disposition*.

i. Cloud storage. DSHS Confidential Information requires protections equal to or greater than those specified elsewhere within this exhibit. Cloud storage of Data is problematic as neither DSHS nor the Contractor has control of the environment in which the Data is stored. For this reason:

- (1) DSHS Data will not be stored in any consumer grade Cloud solution, unless all of the following conditions are met:
 - (a) Contractor has written procedures in place governing use of the Cloud storage and Contractor attests in writing that all such procedures will be uniformly followed.
 - (b) The Data will be Encrypted while within the Contractor network.
 - (c) The Data will remain Encrypted during transmission to the Cloud.
 - (d) The Data will remain Encrypted at all times while residing within the Cloud storage solution.
 - (e) The Contractor will possess a decryption key for the Data, and the decryption key will be possessed only by the Contractor and/or DSHS.

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- (f) The Data will not be downloaded to non-authorized systems, meaning systems that are not on either the DSHS or Contractor networks.
- (g) The Data will not be decrypted until downloaded onto a computer within the control of an Authorized User and within either the DSHS or Contractor's network.

(2) Data will not be stored on an Enterprise Cloud storage solution unless either:

- (a) The Cloud storage provider is treated as any other Sub-Contractor, and agrees in writing to all of the requirements within this exhibit; or,
- (b) The Cloud storage solution used is FedRAMP certified.

(3) If the Data includes protected health information covered by the Health Insurance Portability and Accountability Act (HIPAA), the Cloud provider must sign a Business Associate Agreement prior to Data being stored in their Cloud solution.

6. System Protection. To prevent compromise of systems which contain DSHS Data or through which that Data passes:

- a. Systems containing DSHS Data must have all security patches or hotfixes applied within 3 months of being made available.
- b. The Contractor will have a method of ensuring that the requisite patches and hotfixes have been applied within the required timeframes.
- c. Systems containing DSHS Data shall have an Anti-Malware application, if available, installed.
- d. Anti-Malware software shall be kept up to date. The product, its anti-virus engine, and any malware database the system uses, will be no more than one update behind current.

7. Data Segregation.

- a. DSHS Data must be segregated or otherwise distinguishable from non-DSHS data. This is to ensure that when no longer needed by the Contractor, all DSHS Data can be identified for return or destruction. It also aids in determining whether DSHS Data has or may have been compromised in the event of a security breach. As such, one or more of the following methods will be used for data segregation.
 - (1) DSHS Data will be kept on media (e.g. hard disk, optical disc, tape, etc.) which will contain no non-DSHS Data. And/or,
 - (2) DSHS Data will be stored in a logical container on electronic media, such as a partition or folder dedicated to DSHS Data. And/or,
 - (3) DSHS Data will be stored in a database which will contain no non-DSHS data. And/or,
 - (4) DSHS Data will be stored within a database and will be distinguishable from non-DSHS data by the value of a specific field or fields within database records.
 - (5) When stored as physical paper documents, DSHS Data will be physically segregated from non-DSHS data in a drawer, folder, or other container.

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- b. When it is not feasible or practical to segregate DSHS Data from non-DSHS data, then both the DSHS Data and the non-DSHS data with which it is commingled must be protected as described in this exhibit.

8. **Data Disposition.** When the contracted work has been completed or when the Data is no longer needed, except as noted above in Section 5.b, Data shall be returned to DSHS or destroyed. Media on which Data may be stored and associated acceptable methods of destruction are as follows:

Data stored on:	Will be destroyed by:
Server or workstation hard disks, or Removable media (e.g. floppies, USB flash drives, portable hard disks) excluding optical discs	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 Information	Recycling 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, pulping, or incineration
Optical discs (e.g. CDs or DVDs)	Incineration, shredding, or completely defacing the readable surface with a coarse abrasive
Magnetic tape	Degaussing, incinerating or crosscut shredding

9. **Notification of Compromise or Potential Compromise.** The compromise or potential compromise of DSHS shared Data must be reported to the DSHS Contact designated in the Contract within one (1) business day of discovery. If no DSHS Contact is designated in the Contract, then the notification must be reported to the DSHS Privacy Officer at dshsprivacyofficer@dshs.wa.gov. Contractor must also take actions to mitigate the risk of loss and comply with any notification or other requirements imposed by law or DSHS.
10. **Data shared with Subcontractors.** If DSHS Data provided under this Contract is to be shared with a subcontractor, the Contract with the subcontractor must include all of the data security provisions within this Contract and within any amendments, attachments, or exhibits within this Contract. If the Contractor cannot protect the Data as articulated within this Contract, then the contract with the subcontractor must be submitted to the DSHS Contact specified for this contract for review and approval.

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Exhibit B – Student Accommodation Cost Share Worksheet DSHS 11-088

The following exhibit is located on the DSHS website with the most current version:

<https://www.dshs.wa.gov/sites/default/files/forms/pdf/11-088.pdf>

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Exhibit C– Blank Signature Page

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