

**WRITTEN RESPONSE SCORING**  
**May 22nd-24th**  
**RFP #2234-821**  
**DDA Training Assistance**

**Vendor Name: Service Alternatives**

**Evaluator Number: WE1**

General Guidelines:

- Please score each vendor's response without reference to the scores for other vendors. Each score should reflect your score based on the criteria only.
- Please note all scores and comments in the allotted sections. If you change a score, initial the change.
- Please include comments that will assist the vendor in understanding why the response did not get full points. Positive comments are also welcome.
- We would prefer that you leave a comment for each question scored, briefly explaining why you assigned that particular score.
- You may discuss the proposals among the evaluation team, but each evaluator should score independently. **We do not use consensus scoring.**
- Do not downgrade a proposal because it did not address something that was not asked for in the Solicitation.

Scoring of Proposals

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

Section 5 Bidder Qualifications and Experience 100 points

Section 6 Bidder's Solution and Proposed Approach (Technical Proposal) 100 points

If you have questions, please direct them to Nicole Kahle, Solicitation Coordinator, phone 360-664-6050 or Will Taplin (temporary contact). All evaluations must be returned and reviewed by the Solicitation Coordinator at the end of the evaluation.

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Score	Description	Discussion
90-100% of available points	Exceptional	Clearly superior to that which is average.
70-80%	Above Average	Better than that which is average.
50-60%	Average	Baseline score for each item with adjustments based upon the evaluator's interpretation of the Bidder's response.
30-40%	Below Average	Substandard to that which is average.
10-20%	Failing	Non-responsive or clearly inadequate to that which is average.
0%	No Experience	Response shows no experience in this skill or capability.

**Evaluator Scoresheet for RFP #2234-821**

You will be evaluating two parts of the bidder’s submission: Section 5. Bidder Qualifications and Experience, and Section 6. Bidder’s Solution and Proposed Approach. If a question requires Bidders to submit additional documents, they will be included in an attached document.

<b>5. BIDDER QUALIFICATIONS AND EXPERIENCE (100 Points)</b>		<b>100 MAX POINTS</b>	<b>SCORE</b>
A	Please describe in detail, the bidder’s experience in working with populations experiencing intellectual and/or developmental disabilities, including any experience directly relevant to the training and construction of professional development programs designed to support professionals (case management staff, social workers, direct care providers, community partners) in how to support this demographic with maintaining health and safety, financial management, job skills/career development, social and emotional well-being, and developing and supporting individuals with I/DD to reach personal goals and effectively engage in their community. Highlight any experience and/or understanding your firm maintains pertaining to Washington State’s diverse communities and your firm’s involvement in these communities:	15	12
	<p><b>COMMENT:</b> The bidder noted their decades of experience in the disability community both as a service provider and a Training Institute. They were able to clearly their experience and how they incorporate the philosophies of person-centered practices and how they responded to the pandemic and were able to maintain their work. Their response did not specifically address their involvement in diverse communities.</p>		
B	Please describe the bidder’s skill set, qualifications, and experience in creating professional development programs and training reflective of the following frameworks: adult learning theory, person-centered practices, equity, diversity, access and inclusion principles, and cooperative learning theory.	15	12
	<p><b>COMMENT:</b> The bidder was able to give examples of professional development programs they have developed within the field and of supporting individuals with intellectual and developmental disabilities. They articulated a strong person-centered approach to all of their services. They mentioned that all of their staff are trained in adult learning theories and cooperative learning but did not articulate how they employ these theories in their trainings. It was notable that they were able to give an example of an Advocate Advisory Council impacting their policies and practices around improving their ability to support clients in their preferred language, I was unclear if this meant they can offer alternate language formats for their trainings.</p>		
C	Please provide an account of your partnerships, and subcontracted resources, professionals and/or subject matter experts-particularly any consultants with intellectual/developmental disabilities-who specialize in the following fields and outline any processes around how the bidder engages with these resources in addressing/responding to business needs: person-centered practices, secondary traumatic stress, self-care, customer service, equity, diversity, access	15	13

	and inclusion, cultural competence, cultural humility, de-escalation, co-occurring conditions, safety and orientation, and specific care-providing practices related to supporting individuals with intellectual and/or developmental disabilities.		
	<p><b>COMMENT:</b> The bidder provided several lists of trainings and TA they have offered over their decades of practice. They clearly demonstrated a familiarity with offering trainings and TA. They touched strongly on person centered practices, and noted trainings related to most of the rest of the topics listed in the question. However, EDAI, cultural competence and cultural humility was mentioned in only one training for all three topics. In a later response they note they have a pool of over two hundred subcontractors.</p>		
D	Provide an outline of the bidder’s experience and/or subject matter expertise with the use and facilitation of virtual platforms, video conferencing resources, and other technology related to remote/telework and virtual facilitation of training programs. Please include any experiences with barriers/challenges with the use of previous and preferred technology resources and the usage analysis conducted to determine preference of current resources. DSHS primarily utilizes Microsoft Teams and Zoom; please specifically address your experience with these two applications in this answer.	15	14
	<p><b>COMMENT:</b> The bidder referenced that they have conducted over nine hundred virtual events over Zoom. They conduct internal meetings over TEAMS and so could be assumed to have a similar familiarity and skill set with TEAMS. They described a current barrier with attendings using digital workbooks and offered some suggestions they are considering demonstrating an interest in continuing to address barriers. They did not reference any other technology platforms or discuss any usage analysis to determine preference of current resources (Zoom vs TEAMS or other technologies)</p>		
E	Please describe the bidder’s staffing structure/team currently in place that is responsible for developing, tracking, monitoring and reporting out on details related to budget and finance-specifically as it relates to ongoing budget changes in response to business needs and how transactions are received, processed, recorded, communicated and finalized. Please provide individual job experience for each of your staff members, their years of experience in budget/financial management and monitoring, include the number of dedicated staff assigned to this specific team and the process/protocol the bidder has developed for budget monitoring and tracking. Be sure to include any systems, technology and/or preferred tools the bidder uses to organize, track and report on this category:	10	7
	<p><b>COMMENT:</b> The bidder shared the resume of the Financial Manger with five years of experience in the agency with financial oversight responsibilities and education which included a major in economics. The bidder shared a Financial Report document that they have been successfully using for a number of years and laid out the process of tracking their budgets. They noted that they share a financial report with each region of the state quarterly.</p>		
<b>DESIRED QUALIFICATIONS AND EXPERIENCE</b>			

	H	Quality customer service is central to this work. Please describe your organization’s approach to customer service and any tools/systems/portals/etc. you utilize to streamline and maintain high quality customer service. Include your organization’s approach to maintaining customer service during times of staff turnover, or other unforeseen staffing issues.		
6.		COMMENT: The bidder pointed out that they have been in the role of offering TA and trainings to DDA since 2011 with a high level of customer satisfaction, which they believe speaks to the effectiveness of their tools, processes, and the skills of their team. They also referenced their ability to maintain customer satisfaction even as they negotiated the challenges provided by the pandemic. They did not go into detail but let their history and experience providing this support to DDA speak for itself.	10	9
	I	Please describe your method for assuring that your services and deliverables are provided in accordance with high quality standards and for immediately correcting any deficiencies. What data would you propose to report to DSHS which would permit verification of your quality assurance activity, findings and actions?		
		COMMENT: The bidder did layout their methods internally and in reporting to DSHS and did enumerate that there would be quarterly budget reports and an annual report to DSHS related to all the trainings. These are key points but there was not much detail what would be included in the reports, how the bidder would correct deficiencies.	10	7
	J	Please describe the measures you employ to assure that your services and deliverables are provided in a cost effective manner that is consistent with quality outcomes and fair employment practices.		
		COMMENT: The bidder laid out their processes of providing the services and deliverables outlined in the SOW and how they navigate this process with subcontractors and their track record of providing the deliverables under their current contract. There was no mention of fair employment practices.	10	9
<b>6. SOLUTION AND PROPOSED APPROACH (100 Points)</b>			<b>100 MAX POINTS</b>	<b>SCORE</b>
	A	Please provide a proposed approach to incorporating the Developmental Disabilities Administration’s mission, vision, and values (as listed below) for each SOW Exhibit, A-H, as found in Attachment A: Sample Contract to this RFP. DDA’s Mission, Vision, and Values: <ul style="list-style-type: none"> <li>• Mission: Transforming lives by providing support and fostering partnerships that empower people to live the lives they want.</li> <li>• Vision: Support individuals by continually improving and individualizing supports, building support plans based on needs, and engaging individuals and families.</li> <li>• Values: Respect, Person-Centered Planning, Partnerships, Community Participation</li> </ul>	10	9

	COMMENT:	The bidder does not lay out an approach to each of the seven areas noted in the Statement of Work. They do, however, note that they have facilitated over 4,300 various TA events since 2011 when they were awarded the TA contract. They noted that they have a pool of over two hundred subcontractors and most impressively they noted that they are relying increasingly on individuals with lived experience as trainers and co-facilitators.		
B		What technical assistance processes do you have in place to respond to requests from DDA HQ, Regional Management and Field Services to subcontract with subject matter experts for training and services, event planning and technical assistance?		
	COMMENT:	The bidder laid out the process they currently have in place and have been using with DDA to respond to service requests. Once again, they have what they have written and their years of experience to back it up. They did not elaborate on how they would find additional subcontractors as needed for a request but with a pool of two hundred subcontractors it could be assumed they have the structure to grow their capacity.	10	10
D		Please describe in detail the bidder's strategic approach to budget and fiscal management; specifically, how the bidder compiles invoices, receipts, statements of work, agreements, transactions etc. and reconciles them with existing or proposed budget amounts. Please include how the bidder responds to requests for changes and/or adjustments to initial purchases/procurements and include any policies and/or standard operating protocols for communicating and tracking these exchanges with the customer and ensuring all relevant parties are updated on progress and finalization with transactions.  <i>Please include the process on how your firm determines costs associated with overhead expenses, trainer fee schedules, and trainer expenses.</i>		
	COMMENT:	The bidder noted they created a position of Financial Manager to oversee Budget Management and reporting. They utilize an invoice portal to streamline the process and allow for the Finance Manager to quickly have access to documents for review and approval, which has allowed them to quickly remit payments to subcontractors. The bidder again pointed to their years of success with developing and maintain a budget and quarterly reporting as well as responding to changes that impact the budget that must be coordinated with the point person within DDA.	10	9
		Click here to enter text.		

E	Provide an example of your firm’s ability to analyze participant evaluations of training/events and trainer ability and how to incorporate the quantitative and qualitative summaries into reports.	10	10
COMMENT:	The bidder was able to list out (and included in Exhibits) four different evaluations forms that allows them to tailor the form to the situation. The bidder outlined how they use the information to inform their continued work with subcontractors as well as informing their annual report provided to DSHS.		
F	<p>Describe in detail the ability and experience of your firm’s staff to manage the deliverables described in Attachment A: Sample Contract. Please include your firm’s demonstrated ability to coordinate schedules of your own staff or identified subcontractors utilized in support of said deliverables, including training, technical support, and design/coordination/planning of conference and other large-scale events:</p> <p><i>Please include an example of your firm’s ability to coordinate travel, lodging, schedules, and other requirements of the trainers who are completing requested tasks and events.</i></p>	10	10
COMMENT:	The bidder again referenced their experience since 2011 coordinating over 4,300 events related to the exact deliverables listed in the sample contract. The bidder coordinates over 300 training and TA events annually. They listed out the components of coordination and reporting for the deliverables, including attachments of the annual report as well as their TA resource guide which lists the trainings and consultations offered by each subcontractor.		
I	Please provide an account of the bidder’s experience and/or a list of bidder’s subcontractors who specialize in dispute resolution and/or mediation. Include the individual names of the providers/companies on staff or subcontracted, their years of experience in this work and any documentation related to certification, degrees and/or accreditation for indicated parties.	10	8

	COMMENT:	The bidder noted they have been contracting with Center for Dialog and Resolution and listed out the services they receive from this subcontractor. They do not attach any documentation of the accreditation or certification of agency, but they did include in their attachments a resume from a staff member who has a Dispute Resolution Certification.		
J		Provide an example of your firm’s ability to market, design schedules, coordinate planning efforts, register, conclude and document satisfaction as outlined in the project scope. Please include your firm’s experience with registration platforms like Eventbrite, Training Assistance Request environments, and use of evaluation/survey programs	10	9
	COMMENT:	The bidder broke down as an example the planning, coordinating and marketing they did for a recent large and complex DDA event. In the example they were able to breakdown their processes, tools and platforms which included Eventbrite.		
K		For the Supported Employment and Community Inclusion trainings, describe your firm’s understanding of the following: A. Employment First B. School to Work C. Community Inclusion D. Social Security, Benefits Planning and Work Incentives E. System Navigation	10	9
	COMMENT:	The bidder tied in their decades of experience providing community employment, school to work and community inclusion services to their ability to offer trainings related to providing and supporting these services. The bidder is currently involved in revising their trainings related to Community Inclusion to have a focus on MEANINGFUL community inclusion. The bidder referenced their experience supporting clients to navigate systems and benefits and stated they have developed the resources in their agency to manage benefits planning, it was not clear if this is a training they offer although it does appear they offer training to employers HR departments to assist with HR staff navigating disability systems.		
O		Provide an example of how your firm would communicate with a customer’s primary point of contact (in this case, the Contract Monitor, or designee) in order to design, arrange for, conduct and/or subcontract for any activities, training or technical assistance in response to an emergent event. Please include protocols related to response deadlines, processes in place for follow-up and coordination, and auditing any requests	10	10



	COMMENT:	Through several examples of emergent needs the bidder has responded to in the past they were able to outline their processes and gave examples that included being able to be fulfill the request within a 24 hours period in some instances.		
P		Please provide an overview of the bidder’s vetting process as it relates to subcontracting with consultants, professionals and/or other subject matter experts who provide unique services and/or certifications in a field of interest (i.e., person-centered approaches, providing care for individuals experiencing I/DD, mediation, trauma-informed care, equity, diversity, access and inclusion, etc.). In the event that a subcontractor is negligent and/or noncompliant with expectations around contracting, delivering quality products, lack of professionalism or encountering conflict, please describe the bidder’s process for addressing these concerns and employing solution-based approaches to settling issues while prioritizing and meeting customer needs/expectations	10	9
	COMMENT:	The bidder was able to provide descriptions and examples via attachments of their process of onboarding new subcontractors. They discussed the need for subcontractors to operate within the values that drive Service Alternatives and DDA. They laid out their process for addressing any complaints against subcontractors, and end with their belief that the process they have in place will ensure that the bidder and DDA will not have to pay for incomplete or unacceptable work.		

**WRITTEN RESPONSE SCORING**  
**May 22nd-24th**  
**RFP #2234-821**  
**DDA Training Assistance**

**Vendor Name: Service Alternatives**

**Evaluator Number: WE2**

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Section 6 Bidder's Solution and Proposed Approach (Technical Proposal) 100 points

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<b>5.</b>		<b>BIDDER QUALIFICATIONS AND EXPERIENCE (100 Points)</b>	<b>100 MAX POINTS</b>	<b>SCORE</b>
A	<p>Please describe in detail, the bidder’s experience in working with populations experiencing intellectual and/or developmental disabilities, including any experience directly relevant to the training and construction of professional development programs designed to support professionals (case management staff, social workers, direct care providers, community partners) in how to support this demographic with maintaining health and safety, financial management, job skills/career development, social and emotional well-being, and developing and supporting individuals with I/DD to reach personal goals and effectively engage in their community. Highlight any experience and/or understanding your firm maintains pertaining to Washington State’s diverse communities and your firm’s involvement in these communities:</p>		15	13
	<p><b>COMMENT:</b> Extensive experience with individuals with I/DDs in specific training contexts referred to in question. No mention of diverse communities.</p>			
B	<p>Please describe the bidder’s skill set, qualifications, and experience in creating professional development programs and training reflective of the following frameworks: adult learning theory, person-centered practices, equity, diversity, access and inclusion principles, and cooperative learning theory.</p>		15	11
	<p><b>COMMENT:</b> Framework/standards for training trainers based in cultural humility, adult learning theory and cooperative learning theory</p>			
C	<p>Please provide an account of your partnerships, and subcontracted resources, professionals and/or subject matter experts-particularly any consultants with intellectual/developmental disabilities-who specialize in the following fields and outline any processes around how the bidder engages with these resources in addressing/responding to business needs: person-centered practices, secondary traumatic stress, self-care, customer service, equity, diversity, access and inclusion, cultural competence, cultural humility, de-escalation, co-occurring conditions, safety and orientation, and specific care-providing practices related to supporting individuals with intellectual and/or developmental disabilities.</p>		15	13

	COMMENT:	Extensive and specific to training topics/fields identified in the question.		
D	Provide an outline of the bidder's experience and/or subject matter expertise with the use and facilitation of virtual platforms, video conferencing resources, and other technology related to remote/telework and virtual facilitation of training programs. Please include any experiences with barriers/challenges with the use of previous and preferred technology resources and the usage analysis conducted to determine preference of current resources. DSHS primarily utilizes Microsoft Teams and Zoom; please specifically address your experience with these two applications in this answer.		15	13
	COMMENT:	Click here to enter text.		
E	Please describe the bidder's staffing structure/team currently in place that is responsible for developing, tracking, monitoring and reporting out on details related to budget and finance-specifically as it relates to ongoing budget changes in response to business needs and how transactions are received, processed, recorded, communicated and finalized. Please provide individual job experience for each of your staff members, their years of experience in budget/financial management and monitoring, include the number of dedicated staff assigned to this specific team and the process/protocol the bidder has developed for budget monitoring and tracking. Be sure to include any systems, technology and/or preferred tools the bidder uses to organize, track and report on this category:		10	7
	COMMENT:	2 individuals		
<b>DESIRED QUALIFICATIONS AND EXPERIENCE</b>				
H	Quality customer service is central to this work. Please describe your organization's approach to customer service and any tools/systems/portals/etc. you utilize to streamline and maintain high quality customer service. Include your organization's approach to maintaining customer service during times of staff turnover, or other unforeseen staffing issues.		10	4

6.	COMMENT:	No mention of tools, systems and portals referenced in the question. Identified values of respect and timely service.		
I	COMMENT:	Please describe your method for assuring that your services and deliverables are provided in accordance with high quality standards and for immediately correcting any deficiencies. What data would you propose to report to DSHS which would permit verification of your quality assurance activity, findings and actions? Data proposed relates primarily to budgets and training and certification. No reference to quality standards of services.	10	4
J	COMMENT:	Please describe the measures you employ to assure that your services and deliverables are provided in a cost effective manner that is consistent with quality outcomes and fair employment practices. reasonable	10	6
<b>6. SOLUTION AND PROPOSED APPROACH (100 Points)</b>			<b>100 MAX POINTS</b>	<b>SCORE</b>
A	COMMENT:	Please provide a proposed approach to incorporating the Developmental Disabilities Administration’s mission, vision, and values (as listed below) for each SOW Exhibit, A-H, as found in Attachment A: Sample Contract to this RFP. DDA’s Mission, Vision, and Values: <ul style="list-style-type: none"> <li>• Mission: Transforming lives by providing support and fostering partnerships that empower people to live the lives they want.</li> <li>• Vision: Support individuals by continually improving and individualizing supports, building support plans based on needs, and engaging individuals and families.</li> <li>• Values: Respect, Person-Centered Planning, Partnerships, Community Participation</li> </ul> The way experience aligns with DDA’s values is evident given their work history with DDA	10	9

B	What technical assistance processes do you have in place to respond to requests from DDA HQ, Regional Management and Field Services to subcontract with subject matter experts for training and services, event planning and technical assistance?		10	7
	COMMENT:	Process laid out.		
D	Please describe in detail the bidder's strategic approach to budget and fiscal management; specifically, how the bidder compiles invoices, receipts, statements of work, agreements, transactions etc. and reconciles them with existing or proposed budget amounts. Please include how the bidder responds to requests for changes and/or adjustments to initial purchases/procurements and include any policies and/or standard operating protocols for communicating and tracking these exchanges with the customer and ensuring all relevant parties are updated on progress and finalization with transactions.  <i>Please include the process on how your firm determines costs associated with overhead expenses, trainer fee schedules, and trainer expenses.</i>		10	8
	COMMENT:	Click here to enter text.		
		Methodology for trainer fees		
E	Provide an example of your firm's ability to analyze participant evaluations of training/events and trainer ability and how to incorporate the quantitative and qualitative summaries into reports.		10	4

	COMMENT:	Response pertains to organizing/compiling data, but no mention of analysis, other than “if any concerning information is gleaned from the evaluations of services, we discuss this with the authorizer and provider of services.”		
F		Describe in detail the ability and experience of your firm’s staff to manage the deliverables described in Attachment A: Sample Contract. Please include your firm’s demonstrated ability to coordinate schedules of your own staff or identified subcontractors utilized in support of said deliverables, including training, technical support, and design/coordination/planning of conference and other large-scale events:  <i>Please include an example of your firm’s ability to coordinate travel, lodging, schedules, and other requirements of the trainers who are completing requested tasks and events.</i>	10	8
	COMMENT:	Thorough and specific		
I		Please provide an account of the bidder’s experience and/or a list of bidder’s subcontractors who specialize in dispute resolution and/or mediation. Include the individual names of the providers/companies on staff or subcontracted, their years of experience in this work and any documentation related to certification, degrees and/or accreditation for indicated parties.	10	7
	COMMENT:	2 subcontractors mentioned		



J	Provide an example of your firm’s ability to market, design schedules, coordinate planning efforts, register, conclude and document satisfaction as outlined in the project scope. Please include your firm’s experience with registration platforms like Eventbrite, Training Assistance Request environments, and use of evaluation/survey programs	10	7
	COMMENT: Click here to enter text.		
K	For the Supported Employment and Community Inclusion trainings, describe your firm’s understanding of the following: A. Employment First B. School to Work C. Community Inclusion D. Social Security, Benefits Planning and Work Incentives E. System Navigation	10	8
	COMMENT: Extensive and specific experience is clearly evident in response		
O	Provide an example of how your firm would communicate with a customer’s primary point of contact (in this case, the Contract Monitor, or designee) in order to design, arrange for, conduct and/or subcontract for any activities, training or technical assistance in response to an emergent event. Please include protocols related to response deadlines, processes in place for follow-up and coordination, and auditing any requests	10	7
	COMMENT: Click here to enter text.		
P	Please provide an overview of the bidder’s vetting process as it relates to subcontracting with consultants, professionals and/or other subject matter experts who provide unique services and/or certifications in a field of interest (i.e., person-centered approaches, providing care for individuals experiencing I/DD, mediation, trauma-informed care, equity, diversity, access and inclusion, etc.). In the event that a subcontractor is negligent and/or noncompliant with expectations around contracting, delivering quality products, lack of professionalism or	10	7

		encountering conflict, please describe the bidder's process for addressing these concerns and employing solution-based approaches to settling issues while prioritizing and meeting customer needs/expectations		
		COMMENT: Clear legal/administrative/certification process is outlined		



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90-100% of available points	Exceptional	Clearly superior to that which is average.
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50-60%	Average	Baseline score for each item with adjustments based upon the evaluator's interpretation of the Bidder's response.
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<b>5.</b>		<b>BIDDER QUALIFICATIONS AND EXPERIENCE (100 Points)</b>	<b>100 MAX POINTS</b>	<b>SCORE</b>
A	<p>Please describe in detail, the bidder’s experience in working with populations experiencing intellectual and/or developmental disabilities, including any experience directly relevant to the training and construction of professional development programs designed to support professionals (case management staff, social workers, direct care providers, community partners) in how to support this demographic with maintaining health and safety, financial management, job skills/career development, social and emotional well-being, and developing and supporting individuals with I/DD to reach personal goals and effectively engage in their community. Highlight any experience and/or understanding your firm maintains pertaining to Washington State’s diverse communities and your firm’s involvement in these communities:</p> <p><b>COMMENT:</b> This Bidder is obviously an established agency serving the DD Community, however there is nothing in their response that addresses their involvement with diverse communities or understanding of the needs of these communities.</p>	15	10	
B	<p>Please describe the bidder’s skill set, qualifications, and experience in creating professional development programs and training reflective of the following frameworks: adult learning theory, person-centered practices, equity, diversity, access and inclusion principles, and cooperative learning theory.</p> <p><b>COMMENT:</b> Bidder is relatively new at establishing processes (12/21) to improve their understanding of Washington’s diverse communities. 2022 the Bidder contracted with a 3 third-party, HR Consultant to review their operations are equitable and inclusive.</p>	15	10	
C	<p>Please provide an account of your partnerships, and subcontracted resources, professionals and/or subject matter experts-particularly any consultants with intellectual/developmental disabilities-who specialize in the following fields and outline any processes around how the bidder engages with these resources in addressing/responding to business needs: person-centered practices, secondary traumatic stress, self-care, customer service, equity, diversity, access and inclusion, cultural competence, cultural humility, de-escalation, co-occurring conditions, safety and orientation, and specific care-providing practices related to supporting individuals with intellectual and/or developmental disabilities.</p>	15	10	

	COMMENT:	The Bidder lists “Becoming a Culturally Competent Service Provider” in their Training Skills Academy however list Culturally directed trainings in of their other listed trainings.		
D		Provide an outline of the bidder’s experience and/or subject matter expertise with the use and facilitation of virtual platforms, video conferencing resources, and other technology related to remote/telework and virtual facilitation of training programs. Please include any experiences with barriers/challenges with the use of previous and preferred technology resources and the usage analysis conducted to determine preference of current resources. DSHS primarily utilizes Microsoft Teams and Zoom; please specifically address your experience with these two applications in this answer.	15	15
	COMMENT:	Very thorough description. Appreciated the troubleshooting techniques listed in their response.		
E		Please describe the bidder’s staffing structure/team currently in place that is responsible for developing, tracking, monitoring and reporting out on details related to budget and finance-specifically as it relates to ongoing budget changes in response to business needs and how transactions are received, processed, recorded, communicated and finalized. Please provide individual job experience for each of your staff members, their years of experience in budget/financial management and monitoring, include the number of dedicated staff assigned to this specific team and the process/protocol the bidder has developed for budget monitoring and tracking. Be sure to include any systems, technology and/or preferred tools the bidder uses to organize, track and report on this category:	10	10
	COMMENT:	Bidder appears to have a sound budget and finace system they follow.		
<b>DESIRED QUALIFICATIONS AND EXPERIENCE</b>				
H		Quality customer service is central to this work. Please describe your organization’s approach to customer service and any tools/systems/portals/etc. you utilize to streamline and maintain high quality customer service. Include your organization’s approach to maintaining customer service during times of staff turnover, or other unforeseen staffing issues.	10	8

6.		COMMENT: The Bidder's response is thorough. In addressing the agency's need to adjust to the growth of DDA, what input did SA gather from DDA to ensure the changes made met the needs of the customers?		
	I	Please describe your method for assuring that your services and deliverables are provided in accordance with high quality standards and for immediately correcting any deficiencies. What data would you propose to report to DSHS which would permit verification of your quality assurance activity, findings and actions?	10	10
		COMMENT: No concerns with bidders practice.		
	J	Please describe the measures you employ to assure that your services and deliverables are provided in a cost effective manner that is consistent with quality outcomes and fair employment practices.	10	10
		COMMENT: No concerns with Bidders practice.		
	<b>6. SOLUTION AND PROPOSED APPROACH (100 Points)</b>			<b>100 MAX POINTS</b>
A	<p>Please provide a proposed approach to incorporating the Developmental Disabilities Administration's mission, vision, and values (as listed below) for each SOW Exhibit, A-H, as found in Attachment A: Sample Contract to this RFP.</p> <p>DDA's Mission, Vision, and Values:</p> <ul style="list-style-type: none"> <li>• Mission: Transforming lives by providing support and fostering partnerships that empower people to live the lives they want.</li> <li>• Vision: Support individuals by continually improving and individualizing supports, building support plans based on needs, and engaging individuals and families.</li> <li>• Values: Respect, Person-Centered Planning, Partnerships, Community Participation</li> </ul>	10	10	
	COMMENT: Excellent layout of their practice.			

B	What technical assistance processes do you have in place to respond to requests from DDA HQ, Regional Management and Field Services to subcontract with subject matter experts for training and services, event planning and technical assistance?	10	8
	<p>COMMENT: It appears SA's process is to seek first from their in-house trainers rather than asking if SA's trainers should be considered first then look outward?? There appears to be an assumption on SA's part their trainers would be everyone's 1st choice.</p>		
D	<p>Please describe in detail the bidder's strategic approach to budget and fiscal management; specifically, how the bidder compiles invoices, receipts, statements of work, agreements, transactions etc. and reconciles them with existing or proposed budget amounts. Please include how the bidder responds to requests for changes and/or adjustments to initial purchases/procurements and include any policies and/or standard operating protocols for communicating and tracking these exchanges with the customer and ensuring all relevant parties are updated on progress and finalization with transactions.</p> <p><i>Please include the process on how your firm determines costs associated with overhead expenses, trainer fee schedules, and trainer expenses.</i></p>	10	10
	<p>COMMENT: This appears to be an efficient process.</p>		
	<p>Click here to enter text.</p>		
E	Provide an example of your firm's ability to analyze participant evaluations of training/events and trainer ability and how to incorporate the quantitative and qualitative summaries into reports.	10	10



	COMMENT:	Efficient process for evaluating training/events.		
F	<p>Describe in detail the ability and experience of your firm’s staff to manage the deliverables described in Attachment A: Sample Contract. Please include your firm’s demonstrated ability to coordinate schedules of your own staff or identified subcontractors utilized in support of said deliverables, including training, technical support, and design/coordination/planning of conference and other large-scale events:</p> <p><i>Please include an example of your firm’s ability to coordinate travel, lodging, schedules, and other requirements of the trainers who are completing requested tasks and events.</i></p>		10	10
	COMMENT:	This appears to be an efficient process.		
I	<p>Please provide an account of the bidder’s experience and/or a list of bidder’s subcontractors who specialize in dispute resolution and/or mediation. Include the individual names of the providers/companies on staff or subcontracted, their years of experience in this work and any documentation related to certification, degrees and/or accreditation for indicated parties.</p>		10	10
	COMMENT:	This is an efficient process.		

J	Provide an example of your firm’s ability to market, design schedules, coordinate planning efforts, register, conclude and document satisfaction as outlined in the project scope. Please include your firm’s experience with registration platforms like Eventbrite, Training Assistance Request environments, and use of evaluation/survey programs		10	10
	COMMENT:	Effective process with wide range of coordinated events.		
K	For the Supported Employment and Community Inclusion trainings, describe your firm’s understanding of the following: A. Employment First B. School to Work C. Community Inclusion D. Social Security, Benefits Planning and Work Incentives E. System Navigation		10	10
	COMMENT:	Very informative response.		
O	Provide an example of how your firm would communicate with a customer’s primary point of contact (in this case, the Contract Monitor, or designee) in order to design, arrange for, conduct and/or subcontract for any activities, training or technical assistance in response to an emergent event. Please include protocols related to response deadlines, processes in place for follow-up and coordination, and auditing any requests		10	10
	COMMENT:	No concerns.		
P	Please provide an overview of the bidder’s vetting process as it relates to subcontracting with consultants, professionals and/or other subject matter experts who provide unique services and/or certifications in a field of interest (i.e., person-centered approaches, providing care for individuals experiencing I/DD, mediation, trauma-informed care, equity, diversity, access and inclusion, etc.). In the event that a subcontractor is negligent and/or noncompliant with expectations around contracting, delivering quality products, lack of professionalism or		10	10

		encountering conflict, please describe the bidder's process for addressing these concerns and employing solution-based approaches to settling issues while prioritizing and meeting customer needs/expectations		
		COMMENT: Bidder has a strong, thorough process.		



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Score	Description	Discussion
90-100% of available points	Exceptional	Clearly superior to that which is average.
70-80%	Above Average	Better than that which is average.
50-60%	Average	Baseline score for each item with adjustments based upon the evaluator's interpretation of the Bidder's response.
30-40%	Below Average	Substandard to that which is average.
10-20%	Failing	Non-responsive or clearly inadequate to that which is average.
0%	No Experience	Response shows no experience in this skill or capability.

**Evaluator Scoresheet for RFP #2234-821**

You will be evaluating two parts of the bidder’s submission: Section 5. Bidder Qualifications and Experience, and Section 6. Bidder’s Solution and Proposed Approach. If a question requires Bidders to submit additional documents, they will be included in an attached document.

<b>5.</b>		<b>BIDDER QUALIFICATIONS AND EXPERIENCE (100 Points)</b>	<b>100 MAX POINTS</b>	<b>SCORE</b>
A	<p>Please describe in detail, the bidder’s experience in working with populations experiencing intellectual and/or developmental disabilities, including any experience directly relevant to the training and construction of professional development programs designed to support professionals (case management staff, social workers, direct care providers, community partners) in how to support this demographic with maintaining health and safety, financial management, job skills/career development, social and emotional well-being, and developing and supporting individuals with I/DD to reach personal goals and effectively engage in their community. Highlight any experience and/or understanding your firm maintains pertaining to Washington State’s diverse communities and your firm’s involvement in these communities:</p>		15	13
	<p><b>COMMENT:</b> Extensive experience with providing services, contracting, and advocating for target population. Involvement and experience in line with WA guiding values. Touched on training development by subject matter experts.</p>			
B	<p>Please describe the bidder’s skill set, qualifications, and experience in creating professional development programs and training reflective of the following frameworks: adult learning theory, person-centered practices, equity, diversity, access and inclusion principles, and cooperative learning theory.</p>		15	15
	<p><b>COMMENT:</b> <a href="#">Click here to enter text.</a></p>			
C	<p>Please provide an account of your partnerships, and subcontracted resources, professionals and/or subject matter experts-particularly any consultants with intellectual/developmental disabilities-who specialize in the following fields and outline any processes around how the bidder engages with these resources in addressing/responding to business needs: person-centered practices, secondary traumatic stress, self-care, customer service, equity, diversity, access and inclusion, cultural competence, cultural humility, de-escalation, co-occurring conditions, safety and orientation, and specific care-providing practices related to supporting individuals with intellectual and/or developmental disabilities.</p>		15	12

	COMMENT:	Good set of topics and trainings – could use more variety in topics		
D		Provide an outline of the bidder’s experience and/or subject matter expertise with the use and facilitation of virtual platforms, video conferencing resources, and other technology related to remote/telework and virtual facilitation of training programs. Please include any experiences with barriers/challenges with the use of previous and preferred technology resources and the usage analysis conducted to determine preference of current resources. DSHS primarily utilizes Microsoft Teams and Zoom; please specifically address your experience with these two applications in this answer.	15	13
	COMMENT:	Wide breadth and resolution – usage analysis to determine preference of current resources?		
E		Please describe the bidder’s staffing structure/team currently in place that is responsible for developing, tracking, monitoring and reporting out on details related to budget and finance-specifically as it relates to ongoing budget changes in response to business needs and how transactions are received, processed, recorded, communicated and finalized. Please provide individual job experience for each of your staff members, their years of experience in budget/financial management and monitoring, include the number of dedicated staff assigned to this specific team and the process/protocol the bidder has developed for budget monitoring and tracking. Be sure to include any systems, technology and/or preferred tools the bidder uses to organize, track and report on this category:	10	8
	COMMENT:	Click here to enter text.		
<b>DESIRED QUALIFICATIONS AND EXPERIENCE</b>				
H		Quality customer service is central to this work. Please describe your organization’s approach to customer service and any tools/systems/portals/etc. you utilize to streamline and maintain high quality customer service. Include your organization’s approach to maintaining customer service during times of staff turnover, or other unforeseen staffing issues.	10	5

6.	COMMENT:	Approach to maintaining customer service during staffing issues – unclear		
I	COMMENT:	<p>Please describe your method for assuring that your services and deliverables are provided in accordance with high quality standards and for immediately correcting any deficiencies. What data would you propose to report to DSHS which would permit verification of your quality assurance activity, findings and actions?</p> <p>Internal checks for quality assurance on contractor qualifications and subject matter evals. Quality checks for content and updated methodologies? Metrics for data reporting focus on budgeting and contracts but limited info on metrics to measure quality and/or correcting course.</p>	10	6
J	COMMENT:	<p>Please describe the measures you employ to assure that your services and deliverables are provided in a cost effective manner that is consistent with quality outcomes and fair employment practices.</p> <p>Cost efficacy?</p>	10	7
<b>6. SOLUTION AND PROPOSED APPROACH (100 Points)</b>			<b>100 MAX POINTS</b>	<b>SCORE</b>
A	COMMENT:	<p>Please provide a proposed approach to incorporating the Developmental Disabilities Administration’s mission, vision, and values (as listed below) for each SOW Exhibit, A-H, as found in Attachment A: Sample Contract to this RFP.</p> <p>DDA’s Mission, Vision, and Values:</p> <ul style="list-style-type: none"> <li>• Mission: Transforming lives by providing support and fostering partnerships that empower people to live the lives they want.</li> <li>• Vision: Support individuals by continually improving and individualizing supports, building support plans based on needs, and engaging individuals and families.</li> <li>• Values: Respect, Person-Centered Planning, Partnerships, Community Participation</li> </ul> <p>Click here to enter text.</p>	10	10



B	What technical assistance processes do you have in place to respond to requests from DDA HQ, Regional Management and Field Services to subcontract with subject matter experts for training and services, event planning and technical assistance?		10	10
	COMMENT:	Clear and concise		
D	Please describe in detail the bidder's strategic approach to budget and fiscal management; specifically, how the bidder compiles invoices, receipts, statements of work, agreements, transactions etc. and reconciles them with existing or proposed budget amounts. Please include how the bidder responds to requests for changes and/or adjustments to initial purchases/procurements and include any policies and/or standard operating protocols for communicating and tracking these exchanges with the customer and ensuring all relevant parties are updated on progress and finalization with transactions.  <i>Please include the process on how your firm determines costs associated with overhead expenses, trainer fee schedules, and trainer expenses.</i>		10	9
	COMMENT:	From previous questions: overhead expenses – 15%; trainers set their own fees; trainer expenses - ???		
		Click here to enter text.		
E	Provide an example of your firm's ability to analyze participant evaluations of training/events and trainer ability and how to incorporate the quantitative and qualitative summaries into reports.		10	9

	COMMENT:	Standardized across providers – curious about data...		
F	<p>Describe in detail the ability and experience of your firm’s staff to manage the deliverables described in Attachment A: Sample Contract. Please include your firm’s demonstrated ability to coordinate schedules of your own staff or identified subcontractors utilized in support of said deliverables, including training, technical support, and design/coordination/planning of conference and other large-scale events:</p> <p><i>Please include an example of your firm’s ability to coordinate travel, lodging, schedules, and other requirements of the trainers who are completing requested tasks and events.</i></p>		10	8
	COMMENT:	Variety of types of delivered events – curious about QA course content/updating with new standards and networking for additional contractors (maintaining staff)		
I	<p>Please provide an account of the bidder’s experience and/or a list of bidder’s subcontractors who specialize in dispute resolution and/or mediation. Include the individual names of the providers/companies on staff or subcontracted, their years of experience in this work and any documentation related to certification, degrees and/or accreditation for indicated parties.</p>		10	10
	COMMENT:	Click here to enter text.		

J	Provide an example of your firm’s ability to market, design schedules, coordinate planning efforts, register, conclude and document satisfaction as outlined in the project scope. Please include your firm’s experience with registration platforms like Eventbrite, Training Assistance Request environments, and use of evaluation/survey programs		10	9
	COMMENT:	Marketing?		
K	For the Supported Employment and Community Inclusion trainings, describe your firm’s understanding of the following: A. Employment First B. School to Work C. Community Inclusion D. Social Security, Benefits Planning and Work Incentives E. System Navigation		10	8
	COMMENT:	Click here to enter text.		
O	Provide an example of how your firm would communicate with a customer’s primary point of contact (in this case, the Contract Monitor, or designee) in order to design, arrange for, conduct and/or subcontract for any activities, training or technical assistance in response to an emergent event. Please include protocols related to response deadlines, processes in place for follow-up and coordination, and auditing any requests		10	9
	COMMENT:	Protocols clear. Timelines and response deadlines as a general practice not covered		
P	Please provide an overview of the bidder’s vetting process as it relates to subcontracting with consultants, professionals and/or other subject matter experts who provide unique services and/or certifications in a field of interest (i.e., person-centered approaches, providing care for individuals experiencing I/DD, mediation, trauma-informed care, equity, diversity, access and inclusion, etc.). In the event that a subcontractor is negligent and/or noncompliant with expectations around contracting, delivering quality products, lack of professionalism or		10	9

		encountering conflict, please describe the bidder's process for addressing these concerns and employing solution-based approaches to settling issues while prioritizing and meeting customer needs/expectations		
		<b>COMMENT:</b>	Click here to enter text.	