ORAL INTERVIEW SCORING
September 26 - October 3, 2024
RFP #2423-850
Spoken Language Interpreter Services CBA

Vendor Name: UniversalLanguage Service

Evaluator Number: ==ENTER ORAL EVALUATOR (OE) #==1

General Guidelines:

- Please score each vendor's response without reference to the scores for other vendors. Each score should reflect your score only based on the Vendor's response in each competency area.

- 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.

- You may discuss the proposals among the evaluation team after the interviews, but each evaluator should score independently. **We do not use consensus scoring.**

- Do not downgrade a proposal because it did not address something outside of the competency areas being judged.

The Oral Evaluation is comprised of two parts. First, a demonstration by the vendor of their proposed scheduling solution and the remaining scored questions from the panel to the vendor. After the questions have been answered, we will give the opportunity for open Q&A from the vendor or evaluators.

Each oral evaluation has a total max point amount of 250 points. The presentation from the candidate is worth 100 points. Each remaining panel question is worth 25 points.

If you have questions, please direct them to Lauren Bragazzi, Solicitation Coordinator, phone 360-664-6047. All evaluations must be returned and reviewed by the Solicitation Coordinator at the end of the evaluation.

Oral Evaluation Presentation Information:

For the oral presentations we would like to have a comprehensive demonstration of your scheduling solution. (100pts)

The 6 Oral Evaluation Questions are:

1. What data are you currently tracking for the application? How can this be modified to meet DSHS's needs? (25pts)

2. Are there limitations on the number of modifications DSHS can request? (25pts)

3. In your view, what are the constraints or drawbacks of your solution? (25pts)
4. How frequently do you provide updates and how long is your solution down? (25pts)
5.   I
   f a bug or glitch is detected, what is your process and turn-around for resolution? (25pts)
6. We need a user-friendly solution, if help is needed, what is your process to obtain help and timeframe to respond? (25pts)

Oral Evaluator General Notes:

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Oral Evaluator Scoring:

Presentation. For the oral presentations we would like to have a comprehensive demonstration of your scheduling solution. (100pts)

Comments Went over customer portal- Requestor
Interpreter view and options

__Did a great job on the details and explaining the needs within the sample contract.

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Points Awarded ___95_____ out of 100

Question 1. What data are you currently tracking for the application? How can this be modified to meet DSHS's needs?

Comments

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_____Any piece of information in system is trackable. Examples returns, fill rates, and language type, billing, immunizations and ULS is incompliance with the CBA. Anything can be modified in a monthly sprint. Need to be in compliance within CBA.

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Points Awarded _____25_____ out of 25

Question 2. Are there limitations on the number of modifications DSHS can request?

Comments _Platform is adaptable and open and modifiable to suit needs.
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Points Awarded _____25_____ out of 25

Question 3. In your view, what are the constraints or drawbacks of your solution?

Comments _Built on Salesforce does not have limitation in capabilities, and they stay on top on development. Trying to build some convenient calendar options and job filter options are specific examples.
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Points Awarded _____20___out of 25

Question 4. How frequently do you provide updates and how long is your solution down?

Comments Monthly updates and minimal downtime

Roll back in production. Vague

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Points Awarded _____15_____out of 25

Question 5. If a bug or glitch is detected, what is your process and turn-around for resolution?

Comments _Went over communication efforts
Gave examples same day if urgent. Went over timeline and monitoring period.

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Points Awarded _____20____out of 25

Question 6. We need a user-friendly solution, if help is needed, what is your process to obtain help and timeframe to respond?

Comments ___24/7 help desk availability through phone or email. Targeted support through account management and interpreter accounts during business hours. Phones are prioritized and emails are categorized and set response times based on need. Same day for urgent, standard 3 business days.

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Points Awarded _____25___out of 25

ORAL INTERVIEW SCORING
September 26 - October 3, 2024
RFP #2423-850
Spoken Language Interpreter Services CBA

Vendor Name: Universal Language Service

Evaluator Number: OE2

General Guidelines:

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- Please include comments that will assist the vendor in understanding why the response did not get full points. Positive comments are also welcome.

- You may discuss the proposals among the evaluation team after the interviews, but each evaluator should score independently. **We do not use consensus scoring.**

- Do not downgrade a proposal because it did not address something outside of the competency areas being judged.

The Oral Evaluation is comprised of two parts. First, a demonstration by the vendor of their proposed scheduling solution and the remaining scored questions from the panel to the vendor. After the questions have been answered, we will give the opportunity for open Q&A from the vendor or evaluators.

Each oral evaluation has a total max point amount of 250 points. The presentation from the candidate is worth 100 points. Each remaining panel question is worth 25 points.

If you have questions, please direct them to Lauren Bragazzi, Solicitation Coordinator, phone 360-664-6047. All evaluations must be returned and reviewed by the Solicitation Coordinator at the end of the evaluation.

Oral Evaluation Presentation Information:

For the oral presentations we would like to have a comprehensive demonstration of your scheduling solution. (100pts)

The 6 Oral Evaluation Questions are:

1. What data are you currently tracking for the application? How can this be modified to meet DSHS's needs? (25pts)

2. Are there limitations on the number of modifications DSHS can request? (25pts)

3. In your view, what are the constraints or drawbacks of your solution? (25pts)
4. How frequently do you provide updates and how long is your solution down? (25pts)
5.   I
   f a bug or glitch is detected, what is your process and turn-around for resolution? (25pts)
6. We need a user-friendly solution, if help is needed, what is your process to obtain help and timeframe to respond? (25pts)

Oral Evaluator General Notes:

Platform appears easy to use for requestors and LAPs. Interpreter feedback can be entered on platform and fields are customizable.

Oral Evaluator Scoring:

Presentation. For the oral presentations we would like to have a comprehensive demonstration of your scheduling solution. (100pts)

Comments:

Platform can save customer account information for ease of request entry, fields auto populate. Users can update their own information, or request updates. Requestor can enter block jobs in excel template. Platform appears user friendly, can opt out of alerts. System checks for duplicate appointments. Requestor can provide interpreter feedback in platform. Can provide link for video calls, or ULS can host. If changing appointment location, contractor prefers to be entered as new request. Interpreters can dispute start times.

Points Awarded: 100 out of 100

Question 1. What data are you currently tracking for the application? How can this be modified to meet DSHS's needs?

Comments: Any piece of information in system is trackable.   ULS tracks status of requests, fill rates by language area, etc. ULS Tracks all billing and payment, union dues, workers comps, spending limits, eligibility, feedback, exclusions, returned jobs, recruitment efforts, credentials, background checks. Emails and calls generate cases that are tracked. Any modification can up completed during monthly sprints. If change impacts interpreter portal, it would need union approval.

Points Awarded 25 out of 25

Question 2. Are there limitations on the number of modifications DSHS can request?

Comments: No limitations except for CBA requirements.

Points Awarded 25 out of 25

Question 3. In your view, what are the constraints or drawbacks of your solution?

Comments: ULS uses Salesforce platform, scalable, ULS tracks development. Working on way to add jobs to calendars for interpreters. Will be adding new jobs button to home page, ready to implement pending final authorizations.

Points Awarded _____25_out of 25

Question 4. How frequently do you provide updates and how long is your solution down?

Comments: Monthly updates, rolled out with minimal downtime. Before deploying update, they test systems to make sure will work properly.

Points Awarded _____24____out of 25

Question 5. If a bug or glitch is detected, what is your process and turn-around for resolution?

Comments: Bugs prioritized based on severity. Any high impact bugs receive immediate attention. Staff is trained to quickly identify problem and solution. For high impact bugs team works around the clock to provide same day fix. ULS monitors any fix.

Points Awarded ____25__out of 25

Question 6. We need a user-friendly solution, if help is needed, what is your process to obtain help and timeframe to respond?

Comments: 24/7 availability for customer service center. Account management is there to support customers, another team to help LAPs. ULS aims to resolve problem immediately. Case management system for emails.

Points Awarded ____25_____out of 25

ORAL INTERVIEW SCORING
September 26 - October 3, 2024
RFP #2423-850
Spoken Language Interpreter Services CBA

Vendor Name: Universal Language Services

Evaluator Number: OE#3

General Guidelines:

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- Please include comments that will assist the vendor in understanding why the response did not get full points. Positive comments are also welcome.

- You may discuss the proposals among the evaluation team after the interviews, but each evaluator should score independently. **We do not use consensus scoring.**

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The Oral Evaluation is comprised of two parts. First, a demonstration by the vendor of their proposed scheduling solution and the remaining scored questions from the panel to the vendor. After the questions have been answered, we will give the opportunity for open Q&A from the vendor or evaluators.

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If you have questions, please direct them to Lauren Bragazzi, Solicitation Coordinator, phone 360-664-6047. All evaluations must be returned and reviewed by the Solicitation Coordinator at the end of the evaluation.

Oral Evaluation Presentation Information:

For the oral presentations we would like to have a comprehensive demonstration of your scheduling solution. (100pts)

The 6 Oral Evaluation Questions are:

1. What data are you currently tracking for the application? How can this be modified to meet DSHS's needs? (25pts)

2. Are there limitations on the number of modifications DSHS can request? (25pts)

3. In your view, what are the constraints or drawbacks of your solution? (25pts)
4. How frequently do you provide updates and how long is your solution down? (25pts)
5. I
   f a bug or glitch is detected, what is your process and turn-around for resolution? (25pts)
6. We need a user-friendly solution, if help is needed, what is your process to obtain help and timeframe to respond? (25pts)

Oral Evaluator General Notes:

Several team members present. Kristin gave lengthy demo, was prompted to questions and she provide concise responses to these.

Oral Evaluator Scoring:

Presentation. For the oral presentations we would like to have a comprehensive demonstration of your scheduling solution. (100pts)

Comments
Demo – Jos, Accounts, Contacts, Job Search, Jobs upload tabs up top. Simple design, uncluttered.
   1. Jobs tab shown first. Clickable links for each
       a. Edit, Check in/Out, Repeat Job
       b. Shows list of jobs organized by time, now and future. Click on each for details about jobs. Most fields are check boxes or pull down.
   2. Accounts tab, contacts saved and copyable into new. Job locations. Services fields also auto-populated. Information available pop up for each feield. Simple design 3 buttons off to right – add new, etc
       a. Create a new job – simple design with multiple fields, pop up calendars, type of service drop downs, gender, client ID, etc… all

fields are customizable. Organized into Job information and Location Information, Confirmation, includes variety of ways they can be notified of request (online, email, phone, fax). Job status email alerts (used if job stays open for awhile.)
   b. Notes for interpreter
   c. QA – brings up a warning "potential job duplicate"
   d. Request Interpreter – so you can select a particular person – will search by partial name, don't need to spell correctly, entirely.
   e. Easy to see box off to side "give input on this interpreter" for feedback. Check boxes (about 6-7 common issues). *There is an unprofesuibak conduct – which opens a narrative text box. Aso "Praise" text box. Shows an ID number for all feedback provided (so runninglist of what's been collected for that interp)
   f. Duplicate job button
3. Contacts – editable by client or administrator
4. Job Search – about 10 fields to filter, search results are exportable – demo of excel table
   a. Job detail – some fields can be edited. Some are "locked" like location, so that would require close job and re-open.
   b. Status updates and confirmation section – to cancel. Pull down on reasons. Name of who cancelled.
5. Jobs upload tab – useful for batch jobs. Instructions on page, how to do. There is a sample template – Excel provided. Used for 20+ jobs.
   a. File saved with some jobs. Spreadsheet format to be filled out by requestor. After filling out, upload to platform. Shows any errors in the table, too. Then once uploaded, it adds to My upcoming jobs.
6. Showing portal for LAPs – different look. Opens to Available view. Tab on left with navigational options, job search, accepted jobs, instructional etc.
   a. Main screen is showing jobs available. Two colored buttons to accept or reject. Once accepted shows on Upcoming Jobs. A variety of views. Clicakable to open and see details. Inclides, job detail, appointment information,service preferences, status updates, payments information, service verification, very robust series of data fields.
   b. Can also attach an invoice – upload, OR system can auto generate. Showed sample (HCA).
   c. Approve/dispute start and end times – common issue, there's a pathway to address this. This conforms to CBA. Triggers an email sent to requester (so they have 14 days window to respond).

Points Awarded _____100+_____ out of 100

Question 1. What data are you currently tracking for the application? How can this be modified to meet DSHS's needs?

Comments
Any piece of information is trackable. Billing reports, type of service, scheduling status, fill rates, language, geographic area, etc

Points Awarded ___25_____ out of 25

Question 2. Are there limitations on the number of modifications DSHS can request?

Comments

No. Flexible and adaptable re modifications. Over time sharing the improvements that have been made.

Points Awarded _____22_____out of 25

Question 3. In your view, what are the constraints or drawbacks of your solution?

Comments
Built on SalesForce. Key is scalability. No issues for growth in terms of storage and functionality. Gave a few examples.

Follow up Q – no downloadable calendar yet … coming soon (for LAPs)

Points Awarded _____25_____out of 25

Question 4. How frequently do you provide updates and how long is your solution down?

Comments

Roll back branch, so if there was an issue, they could restore a prior version. If any downtime, would give ample notice. Goal is not to have any downtime.

Points Awarded _____22_____out of 25

Question 5. If a bug or glitch is detected, what is your process and turn-around for resolution?

Comments
Submitted to engineering team, Prioritization based on #users affected. Notifications are sent out to anyone affected with resolution time. Updated progress reports to contract manager,etc. Gave examples, their staff can step in to manually provide service if needed.
Usually do lots of pre QA testing to eliminate.
Hot fix deployments, additional notifications, and monitoring. Root cause analysis.

Points Awarded _____25_____out of 25

Question 6. We need a user-friendly solution, if help is needed, what is your process to obtain help and timeframe to respond?

Comments
Prioritize this over everything. 24/7 help desk. Phone access for any real time help. Contact cetner guides users and provies resources. Also has account management team. Exs – walk throughs of training, setting up accounts, etc. LAP's. Priotiziation if needed if access issues or engineering issues that require help.
Immediate – within one business day – to up to 3 business days. Depends on the issues. Notifications will be provided.

Points Awarded _____22_____out of 25

ORAL INTERVIEW SCORING
September 26 - October 3, 2024
RFP #2423-850
Spoken Language Interpreter Services CBA

Vendor Name: Universal Language Service

Evaluator Number: OE4

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Oral Evaluation Presentation Information:

For the oral presentations we would like to have a comprehensive demonstration of your scheduling solution. (100pts)

The 6 Oral Evaluation Questions are:

1. What data are you currently tracking for the application? How can this be modified to meet DSHS's needs? (25pts)

2. Are there limitations on the number of modifications DSHS can request? (25pts)

3. In your view, what are the constraints or drawbacks of your solution? (25pts)
4. How frequently do you provide updates and how long is your solution down? (25pts)
5.   I
f a bug or glitch is detected, what is your process and turn-around for resolution? (25pts)
6. We need a user-friendly solution, if help is needed, what is your process to obtain help and timeframe to respond? (25pts)

Oral Evaluator General Notes:

- Bidder had technical difficulties at the beginning of the call – 8 minutes.
- Bidder is in the process of migrating to RingCentral.

Oral Evaluator Scoring:

Presentation. For the oral presentations we would like to have a comprehensive demonstration of your scheduling solution. (100pts)

Comments

- Solution was built in-house.
- Live demo, UAT environment.
- Solution stores a substantial amount of Personally Identifiable Information.
  - Data is presented in an spreadsheet (e.g. Excel) style format.
- Solution tracks interpreter certifications and orientations.
- Solution includes robust reporting – including invoicing.
- Solution is capable of tracking performance of individual interpreters.
- Solution allows for exporting data in Excel format.
- Bidder has comprehensive knowledge of their platform's features.

Points Awarded 95 out of 100

Question 1. What data are you currently tracking for the application? How can this be modified to meet DSHS's needs?

Comments

- Any piece of information in the bidder's system is trackable.
  - Monthly billing reports, scheduling data, fill rates, dues, deductions, spending, eligibility, complaints, qualifications, feedback, email and call data, response and escalation times, etc.
- Anything can be modified via monthly sprint cycles.
  - Bidder just needs requirements.

Points Awarded 25 out of 25

Question 2. Are there limitations on the number of modifications DSHS can request?

Comments

- No limitations.

Points Awarded 25 out of 25

Question 3. In your view, what are the constraints or drawbacks of your solution?

Comments

- Working to allow users (LAPs) to add jobs to personal calendar.
- Working to allow users (LAPs) to filter jobs.
- Working to further streamline interface (UI) for end-users.

Points Awarded 25 out of 25

Question 4. How frequently do you provide updates and how long is your solution down?

Comments

- Very little downtime.
- If downtime *is* required, communication occurs well in advance of release.
- Roll-back branches for production environments.

Points Awarded 25 out of 25

Question 5. If a bug or glitch is detected, what is your process and turn-around for resolution?

Comments

- Bugs are submitted to engineering team, then prioritized.
  - High, medium, and low priorities.
  - High-impact bugs are addressed as quickly as possible.
- Direct assistance provided to LAPs in the event of bugs.
- All releases are tested beforehand in a dedicated test environment.

Points Awarded 25 out of 25

Question 6. We need a user-friendly solution, if help is needed, what is your process to obtain help and timeframe to respond?

Comments

- Help desk is available 24/7 for real-time support.
- Email support is also available.
- Account management and interpreter account teams exist to support LAPs directly with any issues.
- Goal is to close cases on first interaction.
- Cases are tracked in a dedicated support case management system.

Points Awarded 25 out of 25

ORAL INTERVIEW SCORING
September 26 - October 3, 2024
RFP #2423-850
Spoken Language Interpreter Services CBA

Vendor Name: Universal Language Service

Evaluator Number: OE5

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The 6 Oral Evaluation Questions are:

1. What data are you currently tracking for the application? How can this be modified to meet DSHS's needs? (25pts)

2. Are there limitations on the number of modifications DSHS can request? (25pts)

3. In your view, what are the constraints or drawbacks of your solution? (25pts)
4. How frequently do you provide updates and how long is your solution down? (25pts)
5.   I
   f a bug or glitch is detected, what is your process and turn-around for resolution? (25pts)
6. We need a user-friendly solution, if help is needed, what is your process to obtain help and timeframe to respond? (25pts)

Oral Evaluator General Notes:

_The provide a really good overview for both the requester and the LAP. Because my focus is on the contract language and meeting CBA requirements they continually pointed out multiple requirements of the CBA and relationship to the use of the contract. I really liked that. I wish we had more time for the portal overview but it appears a couple vendors were confused on the allowed time. _I like they are working on the i-calendar so vendors do not offer that at all.

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Oral Evaluator Scoring:

Presentation. For the oral presentations we would like to have a comprehensive demonstration of your scheduling solution. (100pts)

Comments _Kristin sharing her screen as a requester. Shows upcoming job, upcoming cancelled jobs, past jobs, disputed jobs, linked jobs, can open anything with a blue highlight, showing accounts tab, a list of locations for this requester, when the time comes, they click on a location and create a new job. ULS saves a lot of information on the back end so all the items for this requester will auto populate. It will also show the typical services for this location. Shows a list of

additional contacts. Each user has their own unique login. User can update their phone number, email, etc. the job search, by day, language, client, status, customer. Can export the report as well.jobs upload multiple jobs on an excel and send to ULS to upload to portal. Has help desk icons throughout application.
Feedback for interpreter
Shows for each job you put notes, whether it is good or not
Video Remote- shows how it will update the request and not populate address, etc. but does show a new field about who is providing the video link
Edit a document, don't enter a new time, may need to reschedule it. Shows the cx section and who cx it. Check in/out LAP
Showed the LAP page on how to accept or reject a job. Showed us the view for LAPs accepted jobs and schedule. They can open a job and show the details. As it goes through the lifecycle it goes through the changes. Shows all the info related to job. Can create paper invoice, they can generate a job invoice that has the pre-linked information for the job. Approval for start/end times. LAPs need the opportunity to review this job and approve or dispute it by providing alternate times and the info.
_I-calendar is close to being implemented, must go through testing

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Points Awarded _____95_____ out of 100

Question 1. What data are you currently tracking for the application? How can this be modified to meet DSHS's needs?

Comments _
Built to follow CBA language. Portal is trackable and can be updated to meet the need for the contract and CBA. Mentioned multiple items that are tracked and can be downloaded or requested. If it effects LAP portal would need union buyoff or approval.

Points Awarded __25_____ out of 25

Question 2. Are there limitations on the number of modifications DSHS can request?

Comments __short answer, I accidently deleted it. But I think I recall that there are no limitations but goes in line with the above about making sure it stays within the guidelines for CBA language and union approval of LAPs portal view. ____

Points Awarded _____25_____out of 25

Question 3. In your view, what are the constraints or drawbacks of your solution?

Comments _built on salesforce and ability to do updates and growth. Not so many drawbacks, they keep up to date. Laps would benefit from having the ability to upload and accept on their calendar, ability to filter better on jobs. _____

Points Awarded _____22_____out of 25

Question 4. How frequently do you provide updates and how long is your solution down?

Comments
_____monthly, without requiring downtime. Try to keep it to a minimum. Always does a role back of the current to ensure that if there is a glitch, they can role it back ___

Points Awarded __25_____out of 25

Question 5. If a bug or glitch is detected, what is your process and turn-around for resolution?

Comments _submitted to engineering team and identified as what the level of severity it is. Provide feedback as to timeline, progress reports and any service delays that may occur. Call center will been point for calls to assist requesters and LAPs on jobs. Before they deploy it goes through test system. High end bugs go to our security team for emergent fix. Communications to all, then a monitoring cause to ensure it is tracked

Points Awarded ___25_____out of 25

Question 6. We need a user-friendly solution, if help is needed, what is your process to obtain help and timeframe to respond?

Comments __prioritize, a real user-friendly process, 24/7 helpdesk for real time issues or issues. Contact center is also 24/7 here is targeted support accounts management and interpreter accounts, aiming to respond immediately to ensure resolution. _____.

Points Awarded ___25_____out of 25