

**WRITTEN RESPONSE SCORING**  
**September 12, 2024**  
**RFP #2423-850**  
**Spoken Language Interpreter Services CBA**

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**Vendor Name: Universal Language Service**

**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 Desired Experience and Qualifications	570 points
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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.

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 RFX #2423-844				
You will be evaluating one part of the bidder's submission: Section 5. Desired Experience and Qualifications & Section. 6. Bidder's Proposed Pricing. If a question requires Bidders to submit additional documents, they will be included in an attached document.				
5.	<b>DESIRED EXPERIENCE AND QUALIFICATIONS</b>			<b>570 MAX POINTS</b>
	I	Please describe the experiences, skills and qualifications your organization possesses that are relevant to an evaluation of your ability to perform the Contract that is the subject of this Solicitation. Please ensure that your answer to this question includes all information that you wish DSHS to consider in determining whether you meet the minimum Bidder qualifications set forth in the Solicitation Document. Please include any relevant experience that distinguishes your organization or makes it uniquely qualified for the Contract.	50	50
		COMMENT: Click here to enter text.		
	J	Please provide the names of the key team members you will assign to this Contract, if you are the Successful Bidder, and provide their proposed roles and copies of resumes describing the relevant experience they possess. Bidder should note that if awarded a contract, it may not reassign its key personnel from the Project without prior approval of DSHS.	20	20
		COMMENT: Click here to enter text.		
	K	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.	40	32
		COMMENT: Click here to enter text.		

	L	This contract requires that the awarded Contractor be fully prepared to implement the proposed solution in all aspects on the effective date of the contract. Explain how you will prepare your organization and solution to be fully functional on the date of implementation. What steps will you take to prepare? Who will you include in the preparation? Provide and example of a timeline.	90	90
		COMMENT: Click here to enter text.		
	M	<p>The awarded Contractor is expected to collaborate with DSHS IT Security to initiate and complete a Security Design Review with the WaTech Office of Cybersecurity to ensure the proposed solution meets or exceeds WaTech Policies and Standards, Chapter 4 IT Security and EA-183.20.10. <a href="#">Policies   WaTech</a></p> <p>Please provide the following:</p> <p>Describe the authentication and authorization mechanisms of your solution.</p> <p>Describe the single sign on capabilities of your solution.</p> <p>Describe how your solution supports encryption at rest and in transit.</p> <p>Describe how your solution addresses critical security risks listed in OWASP Top 10.</p>	90	90
		COMMENT: Click here to enter text.		
	N	This Contract requires that you have a customer service center open 24 hours a day and 7 days a week to assist with registering, scheduling and other issues that occur. Explain how you will staff this customer service center, and should an agent not be available, what backup assistance will be provided?	40	35
		COMMENT: Click here to enter text.		

	O	<p>This Contract requires that your solution have an online scheduling platform for the authorized requesters and language access providers (LAPs).</p> <p>Explain what experience you have with online platforms for scheduling appointments. In order to provide accurate information, be very detailed in your experience, knowledge, and how long you have provided this service. If you do not have an online platform, explain how you would ensure that a platform was created and available prior to the date of Contract. If already existing, please provide a work sample of your proposed solution.</p>	90	90
	COMMENT:	Click here to enter text.		
	P	<p>This Contract requires that you have extensive knowledge and experience providing interpreting services in all three modes of communication. In-person, over the phone, video remote. Provide a detailed explanation and years experience in each mode of communication. This should include the ability to fill requests with a large population for Limited English Proficient (LEP) individuals.</p>	70	70
	COMMENT:	Click here to enter text.		
	Q	<p>This Contract requires that the awarded Contractor sub-contract with certified/authorized/registered LAPs. Describe how you will provide outreach to ensure a large pool of qualified interpreters, and how you will verify their eligibility as a LAP. This Contract requires that the Contractor continue to do outreach and educational events throughout the life cycle of this Contract. Describe how you will do outreach events and maintain a pool of qualified interpreters. Provide an example of a timeline with events and how your outreach will be conducted.</p>	40	40
	COMMENT:	Click here to enter text.		
	R	<p>LAPs are required to have multiple requirements to provide services for this contract. This includes required immunizations for in-person facilities, background checks, HIPAA training and agreements, data security training and agreements, cultural training, having a business license in the state of Washington, complaint policy, among other requirements. Explain how you will obtain this information and ensure that ongoing updates are managed and</p>	40	35

		documented. Explain how you will provide the data according to the Contract to the contract manager when directed or requested.			
		COMMENT:	Click here to enter text.		
		NOTES:	Universal Language Service scored in the above average and exceptional range for all questions, as they answered each question clearly, thoroughly, and provided the required information.		

**WRITTEN RESPONSE SCORING**  
**September 12, 2024**  
**RFP #2423-850**  
**Spoken Language Interpreter Services CBA**

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**Vendor Name: Universal Language**

**Evaluator Number: WE2**

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 Desired Experience and Qualifications	570 points
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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.

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 RFX #2423-844				
You will be evaluating one part of the bidder's submission: Section 5. Desired Experience and Qualifications & Section. 6. Bidder's Proposed Pricing. If a question requires Bidders to submit additional documents, they will be included in an attached document.				
5.	<b>DESIRED EXPERIENCE AND QUALIFICATIONS</b>			<b>570 MAX POINTS</b>
	I	Please describe the experiences, skills and qualifications your organization possesses that are relevant to an evaluation of your ability to perform the Contract that is the subject of this Solicitation. Please ensure that your answer to this question includes all information that you wish DSHS to consider in determining whether you meet the minimum Bidder qualifications set forth in the Solicitation Document. Please include any relevant experience that distinguishes your organization or makes it uniquely qualified for the Contract.	50	50
		COMMENT: Bidder described how they meet all minimum qualifications and have extensive experience working with WA State.		
	J	Please provide the names of the key team members you will assign to this Contract, if you are the Successful Bidder, and provide their proposed roles and copies of resumes describing the relevant experience they possess. Bidder should note that if awarded a contract, it may not reassign its key personnel from the Project without prior approval of DSHS.	20	20
		COMMENT: Bidder's team members have extensive experience, resumes provided.		
	K	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.	40	40
		COMMENT: Bidder has case ticketing system to track service support and feedback. Described "1 <sup>st</sup> Contact Close" to give customers immediate resolution. Bidder tracks instances of no-shows, not interpreting verbatim, and late arrivals. Described their process for addressing feedback.		

	L	This contract requires that the awarded Contractor be fully prepared to implement the proposed solution in all aspects on the effective date of the contract. Explain how you will prepare your organization and solution to be fully functional on the date of implementation. What steps will you take to prepare? Who will you include in the preparation? Provide and example of a timeline.	90	90
		COMMENT: Bidder gave rollout timeline and detailed description of rollout process.		
	M	<p>The awarded Contractor is expected to collaborate with DSHS IT Security to initiate and complete a Security Design Review with the WaTech Office of Cybersecurity to ensure the proposed solution meets or exceeds WaTech Policies and Standards, Chapter 4 IT Security and EA-183.20.10. <a href="#">Policies   WaTech</a></p> <p>Please provide the following:</p> <p>Describe the authentication and authorization mechanisms of your solution.</p> <p>Describe the single sign on capabilities of your solution.</p> <p>Describe how your solution supports encryption at rest and in transit.</p> <p>Describe how your solution addresses critical security risks listed in OWASP Top 10.</p>	90	90
		COMMENT: Bid gave detailed response of authentication/authorization, single sign on, encryption at rest and in transit and addressed critical security risks.		
	N	This Contract requires that you have a customer service center open 24 hours a day and 7 days a week to assist with registering, scheduling and other issues that occur. Explain how you will staff this customer service center, and should an agent not be available, what backup assistance will be provided?	40	40
		COMMENT: Bid described 24/7 service center and backups available.		

	O	<p>This Contract requires that your solution have an online scheduling platform for the authorized requesters and language access providers (LAPs).</p> <p>Explain what experience you have with online platforms for scheduling appointments. In order to provide accurate information, be very detailed in your experience, knowledge, and how long you have provided this service. If you do not have an online platform, explain how you would ensure that a platform was created and available prior to the date of Contract. If already existing, please provide a work sample of your proposed solution.</p>	90	90
	COMMENT:	Bidder described experience with online scheduling platform dating back to 2012 that features online tracking and reporting system with email/text alerts.		
	P	<p>This Contract requires that you have extensive knowledge and experience providing interpreting services in all three modes of communication. In-person, over the phone, video remote. Provide a detailed explanation and years experience in each mode of communication. This should include the ability to fill requests with a large population for Limited English Proficient (LEP) individuals.</p>	70	70
	COMMENT:	Bid described extensive experience in all 3 areas and CRI "Facetok" platform available on staff members phones or tablets that supports thousands of users.		
	Q	<p>This Contract requires that the awarded Contractor sub-contract with certified/authorized/registered LAPs. Describe how you will provide outreach to ensure a large pool of qualified interpreters, and how you will verify their eligibility as a LAP. This Contract requires that the Contractor continue to do outreach and educational events throughout the life cycle of this Contract. Describe how you will do outreach events and maintain a pool of qualified interpreters. Provide an example of a timeline with events and how your outreach will be conducted.</p>	40	40
	COMMENT:	Bid describes a minimum of 48 outreach events per year online, at job fairs, conferences, universities/colleges, local international organizations, advertisements and web-based job boards.		
	R	<p>LAPs are required to have multiple requirements to provide services for this contract. This includes required immunizations for in-person facilities, background checks, HIPAA training and agreements, data security training and agreements, cultural training, having a business license in the state of Washington, complaint policy, among other requirements. Explain how you will obtain this information and ensure that ongoing updates are managed and</p>	40	40

		documented. Explain how you will provide the data according to the Contract to the contract manager when directed or requested.			
		COMMENT:	Bid described how it will obtain information from staff and how it will be provided to the contract manager when requested (SharePoint).		
		NOTES:	Click here to enter text.		

**WRITTEN RESPONSE SCORING**  
**September 12, 2024**  
**RFP #2423-850**  
**Spoken Language Interpreter Services CBA**

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**Vendor Name: Universal Language Services**

**Evaluator Number: WE4**

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 Desired Experience and Qualifications	570 points
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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.

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 RFX #2423-844				
You will be evaluating one part of the bidder's submission: Section 5. Desired Experience and Qualifications & Section. 6. Bidder's Proposed Pricing. If a question requires Bidders to submit additional documents, they will be included in an attached document.				
5.	<b>DESIRED EXPERIENCE AND QUALIFICATIONS</b>			<b>570 MAX POINTS</b>
	I	Please describe the experiences, skills and qualifications your organization possesses that are relevant to an evaluation of your ability to perform the Contract that is the subject of this Solicitation. Please ensure that your answer to this question includes all information that you wish DSHS to consider in determining whether you meet the minimum Bidder qualifications set forth in the Solicitation Document. Please include any relevant experience that distinguishes your organization or makes it uniquely qualified for the Contract.	50	50
		COMMENT: Response clearly summarized bidder's relevant experiences, skills, and qualifications.		
	J	Please provide the names of the key team members you will assign to this Contract, if you are the Successful Bidder, and provide their proposed roles and copies of resumes describing the relevant experience they possess. Bidder should note that if awarded a contract, it may not reassign its key personnel from the Project without prior approval of DSHS.	20	20
		COMMENT: Response provided names as requested.		
	K	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.	40	40
		COMMENT: Response outlined approach to quality control and continuous improvement comprehensively.		

	L	This contract requires that the awarded Contractor be fully prepared to implement the proposed solution in all aspects on the effective date of the contract. Explain how you will prepare your organization and solution to be fully functional on the date of implementation. What steps will you take to prepare? Who will you include in the preparation? Provide and example of a timeline.	90	45
		COMMENT: Response explained how bidder would approach being fully functional on the date of implementation and provided an example of a timeline, however some key details were missing and details were light.		
	M	<p>The awarded Contractor is expected to collaborate with DSHS IT Security to initiate and complete a Security Design Review with the WaTech Office of Cybersecurity to ensure the proposed solution meets or exceeds WaTech Policies and Standards, Chapter 4 IT Security and EA-183.20.10. <a href="#">Policies   WaTech</a></p> <p>Please provide the following:</p> <p>Describe the authentication and authorization mechanisms of your solution.</p> <p>Describe the single sign on capabilities of your solution.</p> <p>Describe how your solution supports encryption at rest and in transit.</p> <p>Describe how your solution addresses critical security risks listed in OWASP Top 10.</p>	90	90
		COMMENT: Response indicates that bidder meets OCIO requirements and included relevant details.		
	N	This Contract requires that you have a customer service center open 24 hours a day and 7 days a week to assist with registering, scheduling and other issues that occur. Explain how you will staff this customer service center, and should an agent not be available, what backup assistance will be provided?	40	40
		COMMENT: Response explains how bidder would staff customer service center, including agent backup functions.		



	O	<p>This Contract requires that your solution have an online scheduling platform for the authorized requesters and language access providers (LAPs).</p> <p>Explain what experience you have with online platforms for scheduling appointments. In order to provide accurate information, be very detailed in your experience, knowledge, and how long you have provided this service. If you do not have an online platform, explain how you would ensure that a platform was created and available prior to the date of Contract. If already existing, please provide a work sample of your proposed solution.</p>	90	80
	COMMENT:	Response confirmed that bidder has an online scheduling platform and explained bidder's experience using it as well as basic functionality and key features.		
	P	<p>This Contract requires that you have extensive knowledge and experience providing interpreting services in all three modes of communication. In-person, over the phone, video remote. Provide a detailed explanation and years experience in each mode of communication. This should include the ability to fill requests with a large population for Limited English Proficient (LEP) individuals.</p>	70	70
	COMMENT:	Response indicated that bidder has required knowledge and experience with supporting detail.		
	Q	<p>This Contract requires that the awarded Contractor sub-contract with certified/authorized/registered LAPs. Describe how you will provide outreach to ensure a large pool of qualified interpreters, and how you will verify their eligibility as a LAP. This Contract requires that the Contractor continue to do outreach and educational events throughout the life cycle of this Contract. Describe how you will do outreach events and maintain a pool of qualified interpreters. Provide an example of a timeline with events and how your outreach will be conducted.</p>	40	40
	COMMENT:	Response clearly outlined approach to sub-contracting, including how they would provide outreach and how they would verify eligibility.		
	R	<p>LAPs are required to have multiple requirements to provide services for this contract. This includes required immunizations for in-person facilities, background checks, HIPAA training and agreements, data security training and agreements, cultural training, having a business license in the state of Washington, complaint policy, among other requirements. Explain how you will obtain this information and ensure that ongoing updates are managed and</p>	40	40

		documented. Explain how you will provide the data according to the Contract to the contract manager when directed or requested.			
		COMMENT:	Response covered all required requirements for LAPs.		
		NOTES:			

**WRITTEN RESPONSE SCORING**  
**September 12, 2024**  
**RFP #2423-850**  
**Spoken Language Interpreter Services CBA**

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**Vendor Name: Universal**

**Evaluator Number: WE3**

General Guidelines:

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- 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 Desired Experience and Qualifications	570 points
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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.

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.
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Evaluator Scoresheet for RFX #2423-844					
You will be evaluating one part of the bidder's submission: Section 5. Desired Experience and Qualifications & Section. 6. Bidder's Proposed Pricing. If a question requires Bidders to submit additional documents, they will be included in an attached document.					
5.	<b>DESIRED EXPERIENCE AND QUALIFICATIONS</b>			<b>570 MAX POINTS</b>	<b>SCORE</b>
	I	Please describe the experiences, skills and qualifications your organization possesses that are relevant to an evaluation of your ability to perform the Contract that is the subject of this Solicitation. Please ensure that your answer to this question includes all information that you wish DSHS to consider in determining whether you meet the minimum Bidder qualifications set forth in the Solicitation Document. Please include any relevant experience that distinguishes your organization or makes it uniquely qualified for the Contract.		50	50
		COMMENT:	Click here to enter text.		
	J	Please provide the names of the key team members you will assign to this Contract, if you are the Successful Bidder, and provide their proposed roles and copies of resumes describing the relevant experience they possess. Bidder should note that if awarded a contract, it may not reassign its key personnel from the Project without prior approval of DSHS.		20	20
		COMMENT:	Click here to enter text.		
	K	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.		40	40
	COMMENT:	Click here to enter text.			

	L	This contract requires that the awarded Contractor be fully prepared to implement the proposed solution in all aspects on the effective date of the contract. Explain how you will prepare your organization and solution to be fully functional on the date of implementation. What steps will you take to prepare? Who will you include in the preparation? Provide and example of a timeline.	90	90
		COMMENT: Click here to enter text.		
	M	<p>The awarded Contractor is expected to collaborate with DSHS IT Security to initiate and complete a Security Design Review with the WaTech Office of Cybersecurity to ensure the proposed solution meets or exceeds WaTech Policies and Standards, Chapter 4 IT Security and EA-183.20.10. <a href="#">Policies   WaTech</a></p> <p>Please provide the following:</p> <p>Describe the authentication and authorization mechanisms of your solution.</p> <p>Describe the single sign on capabilities of your solution.</p> <p>Describe how your solution supports encryption at rest and in transit.</p> <p>Describe how your solution addresses critical security risks listed in OWASP Top 10.</p>	90	90
		COMMENT: Click here to enter text.		
	N	This Contract requires that you have a customer service center open 24 hours a day and 7 days a week to assist with registering, scheduling and other issues that occur. Explain how you will staff this customer service center, and should an agent not be available, what backup assistance will be provided?	40	40
		COMMENT: Click here to enter text.		

	O	<p>This Contract requires that your solution have an online scheduling platform for the authorized requesters and language access providers (LAPs).</p> <p>Explain what experience you have with online platforms for scheduling appointments. In order to provide accurate information, be very detailed in your experience, knowledge, and how long you have provided this service. If you do not have an online platform, explain how you would ensure that a platform was created and available prior to the date of Contract. If already existing, please provide a work sample of your proposed solution.</p>	90	90
	COMMENT:	Click here to enter text.		
	P	<p>This Contract requires that you have extensive knowledge and experience providing interpreting services in all three modes of communication. In-person, over the phone, video remote. Provide a detailed explanation and years experience in each mode of communication. This should include the ability to fill requests with a large population for Limited English Proficient (LEP) individuals.</p>	70	65
	COMMENT:	Click here to enter text.		
	Q	<p>This Contract requires that the awarded Contractor sub-contract with certified/authorized/registered LAPs. Describe how you will provide outreach to ensure a large pool of qualified interpreters, and how you will verify their eligibility as a LAP. This Contract requires that the Contractor continue to do outreach and educational events throughout the life cycle of this Contract. Describe how you will do outreach events and maintain a pool of qualified interpreters. Provide an example of a timeline with events and how your outreach will be conducted.</p>	40	35
	COMMENT:	Click here to enter text.		
	R	<p>LAPs are required to have multiple requirements to provide services for this contract. This includes required immunizations for in-person facilities, background checks, HIPAA training and agreements, data security training and agreements, cultural training, having a business license in the state of Washington, complaint policy, among other requirements. Explain how you will obtain this information and ensure that ongoing updates are managed and</p>	40	40

		documented. Explain how you will provide the data according to the Contract to the contract manager when directed or requested.		
		<b>COMMENT:</b> Click here to enter text.		
		<b>NOTES:</b> Click here to enter text.		