

May 6, 2024
Patricia E. Wieland
Tender Heart Services
959 W Laurel Rd, Ferndale, WA 98248
Ph: (360) 303-3682
e-mail: patrolw@comcast.net

Re: Response Submission for DSHS Competitive Solicitation RFQQ #2434-846

Dear Sir or Madam:

1. Enclosed please find the Response of Patricia E Wieland (Bidder) with respect to the above Competitive Solicitation. This Response includes this Letter (Attachment B) as well as Attachments C (Bidder Certs and Assurances), D (Bidder Response Form), E (Bidder Inclusion Plan), and F (Bidder Intake Form) as set forth in the Solicitation Document. In addition to these completed Attachments, the response includes the following additional materials:

Attachment D-4B: Bidder Resume, and
Attachment F-4: Master Business License copy

2. I am authorized to submit this Response on behalf of Bidder, to make representations on behalf of Bidder and to commit Bidder contractually.

3. I have read the Solicitation Document and Sample Contract. In submitting this Response, Bidder, (Patricia E Wieland) accepts all terms and conditions stated in the Solicitation Document, including those set forth in the following amendments which Bidder has downloaded:
Amendment Number 1, Bidders' Q and A, dated April 23, 2024

4. Bidder represents that it has been in business since 07/01/2001 and during that time has offered the following relevant professional services in the fields listed:

- *Residential Evaluation of providers serving individuals with Developmental Disabilities*
- *Counseling Services.*

5. I do not publicize my business services through any websites or internet-based advertising sites.

Residential Services Evaluations

6. I, Patricia E Wieland, Bidder, represent that I meet all minimum qualifications set forth in this DSHS Competitive Solicitation and am capable, willing, and able to perform the services described in the DSHS Competitive Solicitation within the time frames set forth for performance.

7. By my signature below, I certify that all statements and information provided in Bidder's Response are true and complete.

Sincerely,

Patricia E Wieland

Patricia E Wieland
Owner/Contractor, Tender Heart Services

Attachment C Bidder Certifications and Assurances

Bidder must sign and include the full text of this Attachment C with the Response. Altering or conditioning your certification of this Attachment C may result in your bid being disqualified.

Under the penalties of perjury of the State of Washington, Bidder makes the following certifications and assurances as a required element of its Response to this Competitive Solicitation. Bidder affirms the truthfulness of these facts and acknowledges its current and continued compliance with these certifications and assurances as part of its Response and any resulting contract that may be awarded by DSHS.

1. Bidder declares that all answers and statements made in Bidder's Response are true and correct.
2. Bidder certifies that its Response is a firm offer for a period of 180 days following receipt by DSHS, and it may be accepted by DSHS without further negotiation (except where obviously required by lack of certainty in key terms) at any time within the 180-day period. In the case of a protest, the Bidder's Response will remain valid for 210 days or until the protest is resolved, whichever is later.
3. Bidder has not been assisted by any current or former DSHS employee whose duties relate (or did relate) to this Solicitation and who assisted in other than his or her official, public capacity. If there are any exceptions to these assurances or if Bidder has been assisted, Bidder will identify on a separate page attached to this document each individual by: (a) name, (b) current address and telephone number, (c) current or former position with DSHS, (d) dates of employment with DSHS, and (e) detailed description of the assistance provided by that individual.
4. Bidder certifies that Bidder is not currently bankrupt or a party to bankruptcy proceedings and has not made an assignment for benefit of creditors and authorizes DSHS to conduct a financial assessment of Bidder in DSHS' sole discretion.
5. Bidder acknowledges that DSHS will not reimburse Bidder for any costs incurred in the preparation of Bidder's Response. All Responses shall be the property of DSHS. Bidder claims no proprietary right to the ideas, writings, items or samples submitted as part of its Response.
6. Bidder acknowledges that any contract award will incorporate terms set forth in the Sample Contract(s), including its attachments and exhibits, as set forth as Attachment A to the Solicitation Document, or may, at DSHS' option be negotiated further. DSHS may elect to incorporate all or any part of Bidder's Response into the Contract.
7. Bidder certifies that it has made no attempt, nor will make any attempt, to induce any other person or firm to submit, or not submit, a Response for the purpose of restricting competition and that the prices and/or cost data contained in Bidder's Response: (a) have been determined independently, without consultation, communication or agreement with others for the purpose of restricting competition or influencing bid selection, and (b) have not been and will not be knowingly disclosed by the Bidder, directly

or indirectly, to any other Bidder or competitor before contract award, except to the extent that Bidder has joined with other individuals or organizations for the purpose of preparing and submitting a joint Response or unless otherwise required by law.

8. Bidder acknowledges that if it is awarded a contract containing Business Associate requirements under the Health Insurance Portability and Accountability Act of 1996 (HIPAA), or any other Data Security requirements, that Bidder will incorporate the terms of such Business Associate or Data Security requirements into all related subcontracts.

9. Bidder acknowledges that if awarded a contract with DSHS, Bidder is required to comply with all applicable state and federal civil rights and other laws. Failure to comply may result in contract termination. Bidder agrees to submit additional information about its nondiscrimination policies, at any time, if requested by DSHS.

10. Bidder certifies that Bidder has not, within the three-year period immediately preceding the date of release of this competitive solicitation, been determined by a final and binding citation and notice of assessment issued by the Department of Labor and Industries or through a civil judgment to have willfully violated state minimum wage laws (RCW 49.38.082; Chapters 49.46 RCW, 49.48 RCW, or 49.52 RCW).

11. Bidder certifies that it has a current Business License and agrees that it will promptly secure and provide a copy of its Washington State Business License, unless Bidder is exempted from being required to have one, if Bidder is awarded a contract.

12. Bidder authorizes DSHS to conduct a background check of Bidder or Bidder's employees if DSHS considers such action necessary or advisable.

13. Bidder has not been convicted nor entered a plea of *nolo contendere* with respect to a criminal offense, nor has Bidder been debarred or otherwise restricted from participating in any public contracts.

14. Bidder certifies that Bidder has not willfully violated Washington state's wage payment laws within the last three years.

15. Bidder certifies that Bidder is not presently an agency of the Russian government, an entity which is Russian-state owned to any extent, or an entity sanctioned by the United States government in response to Russia's invasion of Ukraine.

16. Bidder acknowledges its obligation to notify DSHS of any changes in the certifications and assurances above.

I hereby certify, under penalty of perjury under the laws of the State of Washington, that the certifications herein are true and correct and that I am authorized to make these certifications on behalf of the firm listed herein.

Bidder's Signature: Patricia E Wieland

Title: Contractor, Sole Proprietor/Owner

Organization Name: Tender Heart Services

Date: 05/06/2024

Place Signed (City, State): Ferndale, WA

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Attachment D, Bidder Response Form
Bidder Name: Patricia E Wieland

ATTACHMENT D: BIDDER RESPONSE FORM

This form is broken into two sections: Section 1. Administrative Responses (unscored); Section 2. Written Responses (Scored).

Bidders must respond to all questions in the expandable space provided. If a question requires Bidder to submit additional documents, please attach them to this document and label them clearly as part of your response to this Attachment D.

Bidder Name:

1	<p>ADMINISTRATIVE RESPONSE (Required; Pass/Fail)</p> <p>Bidder's response to the questions in this Section 1, combined with the information provided in Bidder's Submittal Letter and Certifications and Assurances, comprise Bidder's Administrative Response to this Solicitation. While the Administrative Response is not given a number score, information provided as part of Bidder's Administrative Response may cause the Response to be disqualified and may be considered in evaluating Bidder's qualifications and experience.</p>
	<p><u>Please check all boxes that apply:</u></p> <p>Bidder would like this response to be considered for a Contract with <input checked="" type="checkbox"/> ALTSA/RCS <input checked="" type="checkbox"/> DDA</p>
A	<p>Please indicate whether Bidder employs or contracts with any current or former state employees. If the answer is yes, provide the following information with respect to each individual: 1. name of employee or contractor; 2. the individual's employment history with the State of Washington; 3. a description of the Individual's involvement with the response to this Solicitation; and 4. the Individual's proposed role in providing the services under this any Contract that may be awarded.</p>
	<p>ANSWER: No, I do not employ or contract with any current or former state employees.</p>
B	<p>Please list the names and contact information for at least three individuals you agree may serve as professional references and may freely provide information to DSHS regarding the reference's experience and impressions of Bidder, and, if applicable, Bidder's staff identified in a later question as Proposed Residential Evaluator(s). (Each Proposed Residential Evaluator must submit at least three references. In providing the names and contact information of the references, Bidder represents that it shall hold both DSHS, as well as the organizations and individuals</p>

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providing references, harmless from and against any and all liability stemming from the information the reference provides).

ANSWER:

1. Tom Farrow
Community Transition Unit Manager
DSHS - Developmental Disabilities Administration
Phone: 360-561-1405
tom.farrow@dshs.wa.gov

2. Nicole Vreeland
Long-Term Care Quality Improvement Program Specialist
DSHS/ALTSARCS
(564) 999-0393
Nicole.vreeland@dshs.wa.gov

3. Shaw Seaman,
Office Chief of Quality Assurance & Communications
DSHS - Developmental Disabilities Administration
Phone: 360-407-1525
shaw.seaman@dshs.wa.gov

4. Jone Borhek,
BA, CAC (Retired) Former RCS and DDA Evaluator
(253) 686-9420
jjborhek@aol.com

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C	<p>Please indicate whether your Response contains any variations from the requirements of the Solicitation Document. If the answer is yes, list each variation with specificity and include the pertinent page numbers containing the variation.</p>
	<p>ANSWER: No, my Response does not contain any variations from the requirements of the Solicitation Document.</p>
D	<p>Please indicate whether Bidder is requesting that DSHS consider any exceptions and/or revisions to the sample contract language found in Attachment A. If so, state the page of Attachment A on which the text Bidder request to change is found, and state the specific changes Bidder is requesting, and the reasons for the request. DSHS shall be under no obligation to agree to any requested changes, and will not consider changes to contract language or negotiate any new language that are not identified in response to this question.</p>
	<p>ANSWER:</p> <p>On page 20 of Attachment A, under Special Terms and Conditions, 2. Insurance a.-d. the sample contract requires evaluators to maintain Commercial General Liability or Business Liability Insurance.</p> <p>I propose that this requirement be removed for sole proprietors or any contractor who has no employees other than the owner. This is an unnecessary expense, as evaluators are not employees and do not work directly in client care. I work out of my home and have my homeowner's insurance and vehicle insurance, which should cover any of the risks I deal with while working.</p> <p>On page 23 of Attachment A, under <i>Special Terms and Conditions, 5.a.(5).</i>, the sample contract states, "Exit Conferences must be <i>in-person.</i>"</p> <p>Because Evaluators work all over the state of Washington, and often are conducting two or more evaluations and/or follow ups in the same week, traveling back to do exit meetings would sometimes constitute an environmental (fuel fumes and consumption, and wear on roads) and/or monetary (travel expenses for evaluator) strain. The current technological advances have made on-line meetings (such as Microsoft Teams) an extremely easy to use and valid means for conducting these exit meetings with providers. I would suggest exit meetings be held in person <i>or by teleconference as agreed by the team and provider.</i></p>

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	<p>On page 24 of Attachment A, under <i>Special Terms and Conditions, 5 b.(2)(b)</i>, “...within five working days of an evaluation’s Exit Conference, Monitoring Visit, and Follow-Up Visit, Contractor shall electronically submit a completed report to the program.</p> <p>I would like to request a longer period for completion of the report for two reasons: 1) Evaluation teams often continue data collection for two to three days by phone and email with the provider and team members after the exit has concluded, and 2) The fourth and fifth day after the exit, contractors are usually working in another city with another provider, and it does not seem appropriate to use unsecured networks (such as hotels) to finish the report and send it in electronically. Perhaps the contract could be revised to allow five days <i>after the end of data collection</i>.</p>
E	<p>By law, unless a narrow exception applies, Bidder responses are generally treated as Public Documents once a solicitation has been completed or withdrawn. While DSHS does not anticipate that an exception to Washington’s Public Records laws will apply to any material that is being requested in this solicitation, if you consider any information that is submitted as part of Bidder’s Response to be proprietary or confidential, please identify it with specificity in the “ANSWER” space below and state the reasons for claiming the exception. Also, in the bottom right corner of any pages of Bidder’s Response that Bidder believe contains proprietary or confidential information, please type the word “CONFIDENTIAL” or “PROPRIETARY.”</p>
	<p>ANSWER: There is no proprietary information in my Response.</p>
F	<p>Please indicate whether Bidder has had a contract terminated for cause or default within the past five 5 years. If so, please provide the terminating party’s name, address and telephone number and provide a summary describing the alleged deficiencies in Bidder’s performance, whether and how these alleged deficiencies were remedied and any other information pertinent to Bidder’s position on the matter. “Termination for Cause” refers to any notice to Bidder to stop performance due to Bidder’s asserted nonperformance or poor performance and the issue was either a) not litigated; b) litigated with a resulting determination in favor of the other party; or c) is the subject of pending litigation.</p>
	<p>ANSWER: I have not had a contract terminated for any reason.</p>

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G	<p>Please identify any currently active contracts and any contracts that have expired within the past ten years, that Bidder has entered into with the State of Washington by stating the name of the contracting State Agency, the start and end dates of the contract, the nature of the contract and the name of the primary agency contact for each.</p> <p>NOTE: Although uncommon, certain types of contracts between Bidder and state agencies (including DSHS) may pose a conflict of interest and disqualify Bidder's response from further consideration. If Bidder is awarded a contract pursuant to this solicitation, Bidder will be prohibited from entering into conflicting contracts with state agencies during the term of the contract.</p>
	<p>I have held contracts with the State of Washington for twenty-three years. Below is the information for contracts I have held within the past ten years, listed from earliest to current.</p> <ul style="list-style-type: none">• July 1, 2011, to June 30, 2015 – Contract # 1135-29258; 'RCS Community Residential Service Evaluations'. The primary contact for the contract was Sandra A. Daniel, Manager, and my primary contact for most of the contract period was the RCS Field Administrator, Paula Sanz.• July 1, 2011, to June 30, 2015 – Contract # 1135-29259; 'DDD Companion Home Residential Evaluations'. The primary contact for the contract was, Sandra A. Daniel Contract Manager, and my primary contact was the DDA Quality Assurance Manager, Shaw Seaman.• July 1, 2015, to June 30, 2019 – Contract # 1535-43776; 'RCS Community Residential Service Evaluations'. The primary contact for the contract was Melissa Diebert, Contract Specialist, and my primary contact for most of the contract period was the RCS Field Administrator, Nicole Vreeland.• July 1, 2015, to June 30, 2019 – Contract # 1535-43779; 'DDD Companion Home Evaluator'. The primary contact for the contract was, Melissa Diebert, Contract Specialist, and my primary contact was the DDA Quality Assurance Manager, Shaw Seaman.• May 1, 2016, to June 30, 2019 – Contract # 1631-64390; 'Evaluator Services, DDA Overnight Planned Respite'. The primary contact for the contract was Melissa Diebert, Contract Specialist, and my primary contact was the DDA Residential Quality Assurance Manager, Sandra Miller.• September 10, 2019, to August 31, 2021 – Contract # 1931-64273; 'IIDR Review'. The primary contact for the contract was April Hasset, Contracts Manager, and my primary contact was the IIDR Program Manager, Staci Dilg.

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	<ul style="list-style-type: none"> • September 01, 2021, to August 21, 2023 - Contract # 2131-27194; 'Dispute Resolution Services'. The primary contact for the contract was Sherry Evenson, Contract Manager, and my primary contact was the IDR Unit Manager, Mike Tornquist. • Current contract - July 1, 2019, to June 30, 2024 – Contract # 1935-59949; 'DDA Evaluator Services'. The primary contact for the contract was Melissa Diebert, Contract Specialist, and my primary contact was the DDA Residential Quality Assurance Manager, Lori Gianetto Bare. • Current Contract - July 1, 2019, to June 30, 2024 – Contract # 1935-59951; 'RCS Evaluator Services'. The primary contact for the contract was Melissa Diebert, Contract Specialist, and my primary contacts for the contract period were the RCS Field Administrators, Nicole Vreeland and Lori Redford. • Current Contract - September 01, 2023, to August 31, 2025 – Contract # 2331-50040; 'Independent Informal Dispute Resolution'. The primary contact for the contract was Terra Jacobson, Contracts Manager, and my primary contact was the IIDR Program Manager, Staci Dilg.
H	<p>Please identify any currently active contracts and any contracts that have expired within the past ten years, that any of Bidder's Proposed Residential Evaluators has entered into with the State of Washington by stating the name of the Proposed Residential Evaluators who have entered into such contracts, the name of the contracting State Agency, the start and end dates of the contract, the nature of the contract, and the name of the primary agency contact for each.</p> <p>NOTE: Although uncommon, certain types of contracts between a Proposed Residential Evaluator and state agencies (including DSHS) may pose a conflict of interest and disqualify a Proposed Residential Evaluator from further consideration. If Bidder is awarded a contract pursuant to this solicitation, Bidder's Residential Evaluators will be prohibited from entering into conflicting contracts with state agencies during the term of the contract, or their term of employment with Bidder.</p>
	<p>ANSWER: I am not employing and Proposed Residential Evaluators in performing this contract, besides myself as Sole Proprietor and Owner. My prior and current Contract information is listed in Section G.</p>

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I	Please indicate whether Bidder has been the subject of a lawsuit or administrative proceeding alleging a failure to comply with laws relating to the types of services Bidder proposes to provide pursuant to this Competitive Solicitation. If the answer is yes, please list the nature of the allegations, docket number, disposition and date (if applicable) and Bidder's explanation of how it has changed its practices or operations relative to any alleged deficiencies since that proceeding was filed.
	ANSWER: I (Bidder) have not been the subject of any lawsuit or administrative proceeding relating to the types of services I am proposing in this response.
J	By selecting the "Acknowledged" box below, Bidder acknowledges its understanding that Proposed Residential Evaluator(s) will be subject to a Washington State background check prior to beginning their duties under any contract that is awarded pursuant to this RFQQ, and every two years thereafter. Failure to pass a Washington State background check at any time will result in the disqualification of the Proposed Residential Evaluator. If all Bidder's Proposed Residential Evaluators are so disqualified, any contracted that may have been awarded as a result of this Solicitation may be terminated.
	ANSWER: <input checked="" type="checkbox"/> Acknowledged.
K	Does Bidder or any of Bidder's proposed Residential Evaluator(s) have a financial interest in, or other relationship with, any provider of residential, employment or other direct support services for individuals with intellectual or developmental disabilities contracted or licensed by AL TSA/RCS or DDA?
	ANSWER Yes or No: No
L	Please identify the DSHS Region(s) and/or Specific Counties where Bidder is willing to serve. <ul style="list-style-type: none"> • Region 1 includes the following WA Counties: Adams, Asotin, Benton, Chelan, Columbia, Douglas, Ferry, Franklin, Garfield, Grant, Kittitas, Klickitat, Lincoln, Okanogan, Pend Oreille, Spokane, Stevens, Walla Walla, Whitman, Yakima • Region 2 includes the following WA Counties: Island, King, San Juan, Skagit, Snohomish, Whatcom

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	<ul style="list-style-type: none"> • Region 3 includes the following WA Counties: Clallam, Clark, Cowlitz, Grays Harbor, Jefferson, Kitsap, Lewis, Mason, Pacific, Pierce, Skamania, Thurston, Wahkiakum <p>NOTE: By specifying a Region or County(ies) where Bidder is offering to provide its services, Bidder is certifying that its Proposed Residential Evaluator(s) is/are able to travel for evaluations within those Regions and/or Counties.</p>
	<p>ANSWER: Check all that apply:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Region 1 <input type="checkbox"/> Region 2 <input type="checkbox"/> Region 3 OR <input checked="" type="checkbox"/> All Regions <p style="text-align: center;">AND/OR list below the specific County or Counties where Bidder is offering its services:</p> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div style="border-bottom: 1px solid black; width: 25%;"></div> <div style="border-bottom: 1px solid black; width: 25%;"></div> <div style="border-bottom: 1px solid black; width: 25%;"></div> </div> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div style="border-bottom: 1px solid black; width: 25%;"></div> <div style="border-bottom: 1px solid black; width: 25%;"></div> <div style="border-bottom: 1px solid black; width: 25%;"></div> </div>
M	<p>Please state the maximum number of hours per month (total, not per Proposed Residential Evaluator) Bidder will be able to serve as Residential Evaluator, should Bidder be awarded a contract through this solicitation.</p>
	<p>ANSWER: I will work the number of hours necessary to conduct each agreed upon evaluation, follow up, or other authorized work. Each evaluation varies in the amount of time it takes, so monthly hours are not relevant or predictable for contracted flat fee projects.</p>

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2	BIDDER CERTIFICATION – EO 18-03	MAXIMUM TOTAL POINTS
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EO	<p>Are your employees required to sign, as a condition of employment, a mandatory individual arbitration clause and/or a class or collective action waiver?</p> <p>Please Note: Points for this question will be awarded to bidders who respond that they do not require these clauses and waivers. If you certify here that your employees are NOT required to sign these clauses and waivers as a condition of employment, and you are the successful bidder, a term will be added to your contract certifying this response and requiring notification to DSHS if you later require your employees to agree to these clauses or waivers during the term of the contract.</p>	5
	<p>ANSWER: I do not plan to use employees for this contract but if I were to add employees later, I would not require them to sign a mandatory individual arbitration clause or a class or collective action waiver.</p>	
3	BIDDER CERTIFICATION – WASHINGTON SMALL BUSINESS	MAXIMUM TOTAL POINTS
EO	<p>Are you a Washington Small Business as defined under RCW 39.26.010?</p> <p>According to Chapter 39.26.010 RCW, to qualify as a Washington Small Business, Bidder must meet three (3) requirements:</p> <ol style="list-style-type: none"> a. <i>Location.</i> Bidder’s principal office/place of business must be located in and identified as being in the State of Washington. A principal office or principal place of business is a firm’s headquarters where business decisions are made and the location for the firm’s books and records as well as the firm’s senior management personnel. b. <i>Size.</i> Bidder must be owned and operated independently from all other businesses and have either: (a) fifty (50) or fewer employees; or (b) gross revenue of less than seven million dollars (\$7,000,000) annually as reported on Bidder’s federal income tax return or its return filed with the Washington State Department of Revenue over the previous three consecutive years. c. <i>WEBS Certification.</i> Bidder must have certified its Washington Small Business status in Washington’s Electronic Business Solution (WEBS). 	5
	<p>ANSWER: My business qualifies as a Washington Small Business (as listed in a. and b.) but is not certified through WEBS (c).</p>	

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4	BIDDER CERTIFICATION – CERTIFIED WASHINGTON VETERAN-OWNED BUSINESS	MAXIMUM TOTAL POINTS
EO	<p>Are you a Certified Washington Veteran-Owned Business as defined under RCW 43.60A.190?</p> <p>According to Chapter 43.60A.190 RCW, to qualify as a Certified Washington Veteran-Owned Business, Bidder must meet Four (4) requirements:</p> <ul style="list-style-type: none"> a. <i>51% Ownership. Bidder must be at least fifty-one percent (51%) owned and controlled by:</i> <ol style="list-style-type: none"> 1. <i>A veteran as defined as every person who at the time he or she seeks certification has received a discharge with an honorable characterization or received a discharge for medical reasons with an honorable record, where applicable, and who has served in at least one of the capacities listed in RCW 41.04.007;</i> 2. <i>A person who is in receipt of disability compensation or pension from the department of veteran’s affairs; or</i> 3. <i>An active or reserve member in any branch of the armed forces of the United States, including the national guard, coast guard, and armed forces reserves.</i> b. <i>Washington Incorporation/Location. Bidder must be either an entity that is incorporated in the state of Washington as a Washington domestic corporation or, if not incorporated, an entity whose principal place of business is located within the State of Washington.</i> c. <i>WEBS Certification. Bidder must have certified its Veteran-Owned business status in Washington’s Electronic Business Solution (WEBS).</i> d. <i>WDVA Certification. Bidder must have provided certification documentation to the Washington Department of Veterans’ Affairs (WDVA) and be certified by WDVA and listed as such on WDVA’s website (WDVA – Veteran-Owned Businesses).</i> 	5
	ANSWER: No – My business does not qualify as a Washington Veteran-Owned Business.	
(Continued on following page)		

SECTION 4 BIDDER WRITTEN RESPONSE

Bidder Name:

4	<p>BIDDER WRITTEN MATERIALS RESPONSE SCORE</p> <p>Attachment B Bidder Submission Letter (Required): 300 Possible Points</p> <p>Attachment D, Section 4 of Bidder Written Response (Required): 700 Possible Points</p> <p>(Maximum Written Materials Points: 1,000 Total Possible Points)</p>
A	<p>(NOT SCORED)</p> <p>Provide the names of Bidder's Proposed Residential Evaluator(s) in the space below. For each name provided, please state whether the individual has:</p> <ul style="list-style-type: none"> • A master's degree in any of the following fields (state the degree that was earned): <ul style="list-style-type: none"> ○ Social Services, ○ Human Services, ○ Behavioral Sciences, ○ Criminal Law/Justice, ○ Public Administration, or ○ Specify an allied field in which the Proposed Residential Evaluator has earned a master's degree; <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> • A bachelor's degree and two years of social service experience in any of the following fields (state the degree that was earned and the experience being claimed): <ul style="list-style-type: none"> ○ Social Services, ○ Human Services, ○ Behavioral Sciences,

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	<ul style="list-style-type: none"> ○ Criminal Law/Justice, ○ Public Administration, or ○ Specify an allied field in which the Proposed Residential Evaluator has earned a bachelor's degree; <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> ● Has five years of Social Services work experience, which includes a combination of the following professional experience (state the professional experience being claimed): <ul style="list-style-type: none"> ○ working in the community with individuals with intellectual and/or developmental disabilities; ○ evaluating and/or auditing community settings serving individuals with developmental disabilities and interviewing clients in those settings; and/or ○ conducting assessments, planning and monitoring services for individuals with intellectual or developmental disabilities. <p>NOTE: The resume of any Proposed Residential Evaluator that does not meet one of the three criteria listed above will be awarded 0 points, and that score will be included when calculating the average score of all resumes. Submission of a non-qualifying resume will, therefore, reduce the Bidder's Written Response score.</p>
	<p>ANSWER: Patricia E Wieland (Sole Proprietor and Owner) A bachelor's degree in Sociology/Psychology and more than twenty-five years of Social Services work experience:</p> <ul style="list-style-type: none"> ● Working with individuals with disabilities, ● Evaluating and auditing community settings serving individuals with disabilities ● Conducting assessments, planning, and monitoring services for individuals with disabilities.
B	<p>(HIGHEST INDIVIDUAL and AVERAGE SCORE POSSIBLE: 700 POINTS). For each name provided in the Answer above, attach a copy of the Proposed Residential Evaluator's resume. The provided resumes must set forth the Proposed Residential Evaluator's detailed chronological education and work history.</p> <p>Each resume will be awarded points based on the Proposed Residential Evaluator's education and work history, as well as the Proposed Residential Evaluator's demonstrated level of skill in the following areas:</p> <p>1) Working with individuals with intellectual and developmental disabilities;</p>

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Attachment D, Bidder Response Form
Bidder Name: Patricia E Wieland

- 2) Understanding and enforcing regulatory, statutory, and program standards (as set forth in WACs, RCWs, and DSHS/ program policies);
- 3) Accurately assessing risk for, and safety of, vulnerable adults or children;
- 4) Producing accurate and professional written reports and other communications; and
- 5) Learning and effectively using various software applications, including Microsoft Office.

NOTE:

It is to the Bidder's benefit to ensure each Proposed Residential Evaluator's detailed work history demonstrates the development and utilization of the five skills listed above. The final score for this section will be the average score of all submitted Proposed Residential Evaluator resumes submitted by the Bidder.

ANSWER: None required. Please attach required resumes, and ensure they are clearly marked as being responsive to Question 4.B in Attachment D.

**Attachment E
Contractor Inclusion Plan**

Instructions

DSHS requires that bidder submit this inclusion plan template as part of their proposal. Once submitted, the Inclusion Plan template becomes part of the contract if awarded to the bidder. The Bidder shall also include an anticipated list of small and diverse subcontractors or vendors who may provide services on the project. Responses should reflect the Bidder's sincere efforts to include diverse small businesses. Businesses listed in the plan must be certified by OMWBE or DVA, or registered in WEBS as a small business. If a company is not certified or registered but may be eligible for certification, the Bidder should encourage the company to become certified.

Inclusion goals are aspirational. No preference is given for inclusion plans or goals in the evaluation of bids. While no minimum level of OMWBE certified, Veteran Owned, or Washington Small Business participation will be required as a condition for receiving an award, the plan must include the actions the contractor will take to increase subcontracting opportunities for those business types.

DIVERSE BUSINESS INCLUSION PLAN

1. Do you anticipate using, or is your firm, a Washington State Certified Minority Business?
 YES NO

2. Do you anticipate using, or is your firm, a Washington State Certified Women's Business?
 YES NO

3. Do you anticipate using, or is your firm, a Washington State Certified Veteran Business?
 YES NO

4. Do you anticipate using, or is your firm, a Washington State Small Business?
 YES NO

5. If you answered No to all the questions above, please explain:

6. Please provide a description of your firm's planned efforts at outreach to the small and diverse business community: My business is a sole proprietorship. I plan to do company business and purchase

supplies needed to conduct my work from local small and/or diverse businesses as much as possible.

7. Please list projects (5 max.) you have completed with diverse business participation in the last five (5) years:

Subcontractor	Project	Year	Percentage
NA			

8. Please provide a description of how your firm considers utilizing small businesses in the development of bid packages.

NA. My business is a sole proprietorship. No bid packages needed..

9. Please describe the actions you will take to increase subcontracting opportunities for those business types.

NA. My business is a Sole Proprietorship.

10. Please indicate the number of people in your Diversity Inclusion team.

0

If you answered Yes to any of questions one through four above, please complete questions eleven through thirteen.

11. Please list the approximate percentage of work to be accomplished by each group in this contract:

- 11.1 Minority 0%
- 11.2 Women 0%
- 11.3 Veteran 0%
- 11.4 Small Business 100% (I have no groups in this contract but am a small business)

12. Please identify the person in your organization to manage/ lead your Diverse Inclusion Plan responsibility.

12.1 Name: Patricia E Wieland Sole Proprietor, Tender Heart Services

12.2 Phone: 360-303-3682

12.3 E-Mail: patrolw@comcast.net

13. Please identify the list of potential diverse subcontractors

13.1 NA

13.2

13.3

I hereby certify, under penalty of perjury under the laws of the State of Washington, that the certifications herein are true and correct and that I am authorized to make these certifications on behalf of the firm listed herein.

Bidder's Signature: Patricia E Wieland

Title: Sole Proprietor/Owner Contractor

Organization Name: Tender Heart Services

Date: 5/6/2024

Place Signed: Ferndale, WA

PATRICIA WIELAND

959 W Laurel Rd, Ferndale, WA 98248 | H: 360-303-3682 | patralw@comcast.net

SUMMARY

As a Residential Services Evaluator, I have had continuous training for the past twenty-three years. While on the job, I am constantly learning in all facets of evaluating from my colleagues and from experiences along the way. RCS and DDA have provided training and meetings to ensure we are up to date on evaluation techniques and procedures that pertain to the responsibilities required to carry out this contract.

SKILLS

- Investigative research
- Complaint resolution
- Quality assurance requirements
- Planning and coordination
- Data set analysis
- Evaluations
- Data extraction and synchronization
- Financial analysis and planning
- Data collection and analysis
- Design of survey and evaluation instruments
- Writing summary and in-depth research reports

EXPERIENCE

07/2001 to Current Contracted Community Residential Services Evaluator and Independent Dispute Resolution Entity, DSHS – Olympia, WA

Through Residential Care Services (RCS) and Division of Developmental Disabilities (DDA) I conducted evaluations of residential programs, individuals and agencies who provide services to people with disabilities. In this role, I have completed over 1200 evaluations, Follow-Up evaluations, Provider Practice Certification Compliance reviews, Independent Dispute Resolutions, Companion Home Evaluations, Alternative Living evaluations and Overnight Planned Respite Service evaluations. As part of each evaluation, I gained and demonstrated skills in:

- Visiting, interviewing, interacting with and observing clients with disabilities in their own homes, Group Training Homes, Group Homes, Companion Homes or in Overnight Respite settings,
- Understanding and enforcing compliance with Washington Administrative Code (WAC), Revised Code of Washington (RCW) and other regulatory, statutory, and program standards.
- Accurately assessing risk for and safety of vulnerable adults while visiting their homes and community settings,
- Producing accurate and professional written reports, summaries, working papers and assessment tools, employing software applications, such as Microsoft Office and other electronic tools.

- Conducting meetings and interviews with contracted providers and state department staff,
- Collaborating and coordinating with a team of evaluators, providers, and staff as necessary for completing each evaluation.
- Conducted assessments, analyzed data, and presented reports regarding compliance with Washington State and Federal regulations regarding appeals and independent dispute resolution for Nursing and other Long Term Care agencies.

06/2009 to Current Certified Counselor

Awake And Arise Counseling – Lynden, WA

Throughout the past fifteen years I have worked part-time as a counselor for Awake and Arise Counseling. As a counselor I have served several clients with developmental and mental disabilities. I worked closely with clients to help them move forward in life to achieve more success and quality of life. I write summaries of my appointments and submit them to my supervisor.

01/2001 to 07/2001 Research Analyst

Applied Research Northwest – Bellingham, WA

Applied Research Northwest (ARN) is a research firm specializing in social scientific and social policy research services. Under careful direction of Ph.D. level sociologists, I gained valuable experience in carrying out accurate, dependable evaluations, from data collection to the analysis of data and reports of my findings. I served as project manager for or assisted with several research and evaluation endeavors, including, but not limited to:

- an assessment of opinions and attitudes of the members of the Yakama Indian Nation about the practices, policies, and plans of their Department of National Resources,
- an evaluation of knowledge, attitudes, and opinions of community members regarding the academic and administration components of a local school district, and
- an assessment and evaluation of the impressions, beliefs, and behaviors of teen mothers regarding available services.

10/1999 to 12/2000 Family Support Case Manager

Brigid Collins Family Support Center, Bellingham, WA

While working at Brigid Collins, I was responsible for:

- managing a caseload of up to 35 families who had been affected by abuse, mental illness, developmental disabilities, and other family risk-factors,
- providing information, referrals, advocacy, and support to these families,

- developing cross program collaboration with government and non-profit agencies, services, and activities,
- assessing client skills and determining possible objectives,
- tracking client outcomes and adjusting objectives accordingly, and
- protecting client confidentiality.

**12/1987 to 1/1997 Special Education Instructional Assistant/Paraprofessional Educator
Washougal School District – Washougal, WA**

During my tenure with the Washougal School District, I worked one-to-one and with small groups of children and adolescents with disabilities in resource rooms at elementary and middle schools, prepared instructional materials, reviewed Individual Education Plans (IEPs) to assess compliance, served as a classroom assistant, and served as lead teacher and program coordinator in a special education reading classroom.

EDUCATION AND TRAINING

Bachelor of Arts: Sociology/Psychology

Western Washington University – Bellingham, WA

I received a Bachelor of Arts degree (magna cum laude) in Sociology/Psychology, **June 1999**

While at Western Washington University, as a Research Assistant, I evaluated two programs.

- For the Sociology department, I collected and analyzed data pertaining to Freshmen and transfer students at WWU. The goal of the research and subsequent evaluation was to determine academic and social adaptation for new students at Western and how that correlated with the academic performance. From that evaluation, the University hoped to redesign some of their courses and policies.
- For the Psychology department I was involved in data collection, analysis and evaluation for a study on aging and medicine taking behavior. This evaluation is now being used to further research in memory and aging studies.