

WRITTEN RESPONSE SCORING

April 14-May 5

RFP #2513-870

Solicitation Title

Vendor Name: HeyPeers

Evaluator Number: 1

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.
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- You may discuss the proposals among the evaluation team, but each evaluator should score independently. **We do not use consensus scoring.**
- Do not downgrade a proposal because it did not address something that was not asked for in the Solicitation.

Scoring of Proposals

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

Section 5 Bidder Qualifications and Experience	90 points
Section 6 Bidders Solution and Proposed Approach	380 points
Section 7 Bidders Proposed Pricing	20 points

If you have questions, please direct them to Stephaine Ssaaka, Solicitation Coordinator, phone 360-664-6073. 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 RFP 2513-870					
You will be evaluating one parts of the bidder’s submission: If a question requires Bidders to submit additional documents, they will be included in an attached document.					
5.	Bidder Qualifications and Experience			90 MAX POINTS	SCORE
A	Describe your organization’s experience in conducting virtual support groups for individuals with traumatic brain injuries and/or other disabilities. Provide specific examples of past programs, including participant engagement strategies, challenges encountered, and outcomes achieved.			30	25
	COMMENT:	Strong history in providing VSG’s. Identified challenging areas and provided good approach to addressing challenges			
B	Provide details on the qualifications and expertise of the team members who will be assigned to this project. How does their experience align with the requirements of this RFP, particularly in psychoeducational facilitation, trauma-informed care, and virtual support group management? The 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:	Staff has high knowledge of psychoeducational facilitation, trauma-informed care, and virtual support group mgt.			
C	Explain your team and facilitators' familiarity with person-centered, trauma-informed, and psychoeducational facilitation of virtual support groups. What specific training and certifications have they completed in these areas? How do you ensure ongoing professional development for facilitators?			40	30
	COMMENT:	Well rounded training. Would like to see people with lived experience but not having a BA also qualify to become facilitators.			

6.	Bidder Solution and Proposed Approach		380 MAX POINTS	SCORE
A	Describe the methodology your team will use to assess and integrate best practices for psychoeducational virtual support groups, ensuring that content delivery is structured, interactive, and accessible for individuals with TBI, families, and caregivers?		40	40
	COMMENT:	Accessibility is key which they are addressing. Following best practices in development of curriculum/topics.		
B	Explain the methodology you will use to conduct a gap analysis related to the availability of services for individuals experiencing TBI. How will you assess current service offerings, identify gaps, and recommend data-driven solutions?		40	25
	COMMENT:	Want to have more information on TBI stakeholder groups and other stakeholders. What does that look like? How do you engage? How have you engaged with other VSG's.		
C	How will your team evaluate the effectiveness of potential solutions for addressing identified service gaps? What criteria and data sources will be used to determine efficacy?		40	30
	COMMENT:	Sound approach. Would like to hear how they have done this and outcomes with other VSG's.		
D	Describe your approach to identifying, assessing, and mitigating potential risks that could impact the success of the project. Consider factors such as participant retention, technological barriers, and engagement challenges.		10	10
	COMMENT:	Well rounded approach.		
	E Describe the virtual platform you utilize, ensuring that it aligns with the accessibility needs of individuals with TBI. How does your platform accommodate cognitive, visual, and auditory impairments to ensure full participation?		30	30
	COMMENT:	Utilizing ADA recommended applications. Continually assessing and incorporating accessible tools		
	F	Explain how you will present findings, recommendations, and potential solutions in a manner that is clear, actionable, and accessible to diverse stakeholders, including individuals with TBI, caregivers, and policymakers.	20	20

		COMMENT:	Great analytics and data		
	G	Describe any previous collaborations or partnerships with government agencies, non-profit organizations, or other entities in delivering virtual support groups for individuals with TBI and/or other disabilities. Provide examples of successful outcomes from these partnerships.		20	10
		COMMENT:	Used the same example as above. Not enough information		
	H	Describe your strategy for engaging with stakeholders, including service recipients, to ensure a comprehensive understanding of service needs and challenges. How will you ensure that diverse communities, including underserved populations such as Native American, Black, Latino, Asian, rural communities and LGBTQ+ individuals, are engaged in the project?		40	30
		COMMENT:	Good initial thinking of engagement		
	I	Describe your organization's experience with data collection and reporting. How will you track participation, collect satisfaction surveys, measure program success, and ensure continuous improvement based on data-driven insights?		30	25
		COMMENT:	Data collection is strong and can be tailored to TBI community as to not overwhelm participants		
	J	How does your organization ensure a trauma-informed approach in facilitation? What protocols or guidelines are in place to prevent re-traumatization and maintain a safe, structured, and supportive environment for participants?		30	30
		COMMENT:	Great levels of training and expertise		
	K	How will you train and supervise facilitators to ensure they follow the structured session framework outlined in the SOW (e.g., introduction, psychoeducational content, skills practice, open support, and takeaways)? Provide details on your facilitator performance evaluation process.		30	30

		COMMENT:	Very thorough		
	L	Describe how your program integrates multi-modal learning approaches to accommodate different cognitive and learning styles of participants with TBI. What strategies will you use to make psychoeducational content engaging and accessible?		30	25
		COMMENT:	Thorough		
	M	What measures will you take to monitor participant engagement and retention in the virtual support groups? How will you adapt programming to address engagement challenges if they arise?		20	20
		COMMENT:	Thorough		

7.	Bidder Proposed Pring		20 MAX POINTS	SCORE
	A	Provide a detailed budget proposal that outlines all costs associated with the project. How will you ensure cost-efficiency without compromising the quality of service delivery, facilitator training, and participant engagement?	20	15
	COMMENT:	Unclear how HeyPeers will complete line item 10-13 without funding.		
	C	Please fully describe any assumptions Bidder has made that affect its proposed total charges, if those assumptions are not explicitly addressed in Attachment A, Sample Contract.	Not Scored	
	COMMENT:	Click here to enter text.		

Do not score 7B

WRITTEN RESPONSE SCORING

April 14-May 5

RFP #2513-870

Solicitation Title

Vendor Name: HeyPeers

Evaluator Number: 2

General Guidelines:

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Scoring of Proposals

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Section 5 Bidder Qualifications and Experience	90 points
Section 6 Bidders Solution and Proposed Approach	380 points
Section 7 Bidders Proposed Pricing	20 points

If you have questions, please direct them to Stephaine Ssaaka, Solicitation Coordinator, phone 360-664-6073. 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 RFP 2513-870

You will be evaluating one parts of the bidder's submission: If a question requires Bidders to submit additional documents, they will be included in an attached document.

5. Bidder Qualifications and Experience			90 MAX POINTS	SCORE
A	Describe your organization's experience in conducting virtual support groups for individuals with traumatic brain injuries and/or other disabilities. Provide specific examples of past programs, including participant engagement strategies, challenges encountered, and outcomes achieved.		30	27
	COMMENT:	HeyPeers clearly has substantial experience in managing virtual support groups, specifically for people with TBI and other disabilities. They provided solid examples of past programs and addressed challenges well. However, adding specific examples or deeper outcomes from some collaborations would have strengthened their response.		
B	Provide details on the qualifications and expertise of the team members who will be assigned to this project. How does their experience align with the requirements of this RFP, particularly in psychoeducational facilitation, trauma-informed care, and virtual support group management? The bidder should note that if awarded a contract, it may not reassign its key personnel from the Project without prior approval of DSHS.		20	18
	COMMENT:	The team's qualifications align nicely with the project needs, especially in psychoeducational facilitation and trauma-informed care. Still, a bit more detail about specific successes or experiences of individual team members could help round out the response.		
C	Explain your team and facilitators' familiarity with person-centered, trauma-informed, and psychoeducational facilitation of virtual support groups. What specific training and certifications have they completed in these areas? How do you ensure ongoing professional development for facilitators?		40	36
	COMMENT:	The organization clearly detailed their facilitator training and certifications, highlighting trauma-informed and psychoeducational approaches. Continuous professional development practices are robust, but providing specific examples or outcomes directly linked to their training programs would enhance this further.		

6.	Bidder Solution and Proposed Approach		380 MAX POINTS	SCORE
A	Describe the methodology your team will use to assess and integrate best practices for psychoeducational virtual support groups, ensuring that content delivery is structured, interactive, and accessible for individuals with TBI, families, and caregivers?		40	37
	COMMENT:	Their structured approach to psychoeducational content is comprehensive and well-thought-out, with strong interactive and accessibility considerations. Including additional details on participant feedback influencing content adjustments would have made this even stronger.		
B	Explain the methodology you will use to conduct a gap analysis related to the availability of services for individuals experiencing TBI. How will you assess current service offerings, identify gaps, and recommend data-driven solutions?		40	37
	COMMENT:	The described gap analysis is thorough, using demographic and attendance data effectively. However, it could be improved by explicitly stating how the data translates into actionable recommendations.		
C	How will your team evaluate the effectiveness of potential solutions for addressing identified service gaps? What criteria and data sources will be used to determine efficacy?		40	36
	COMMENT:	HeyPeers clearly defined criteria and robust data collection methods to evaluate service effectiveness. A little more detail on specific benchmarks or clear success indicators would have fully rounded this out.		
D	Describe your approach to identifying, assessing, and mitigating potential risks that could impact the success of the project. Consider factors such as participant retention, technological barriers, and engagement challenges.		10	10
	COMMENT:	They comprehensively identified potential risks and clearly described effective mitigation strategies. Very thorough and thoughtful.		
E	Describe the virtual platform you utilize, ensuring that it aligns with the accessibility needs of individuals with TBI. How does your platform accommodate cognitive, visual, and auditory impairments to ensure full participation?		30	28
	COMMENT:	Their virtual platform seems thoughtfully designed with cognitive, visual, and auditory needs in mind. A small addition of specific user feedback regarding accessibility features would have completed the picture nicely.		
F	Explain how you will present findings, recommendations, and potential solutions in a manner that is clear, actionable, and accessible to diverse stakeholders, including individuals with TBI, caregivers, and policymakers.		20	18

		COMMENT:	Their approach to presenting findings is clear and adaptable. However, a bit more detail on tailoring presentations specifically for different stakeholders like policymakers versus caregivers would have been helpful.		
	G		Describe any previous collaborations or partnerships with government agencies, non-profit organizations, or other entities in delivering virtual support groups for individuals with TBI and/or other disabilities. Provide examples of successful outcomes from these partnerships.	20	20
		COMMENT:	Demonstrates extensive and effective partnerships with clearly measurable outcomes, excellent examples provided.		
	H		Describe your strategy for engaging with stakeholders, including service recipients, to ensure a comprehensive understanding of service needs and challenges. How will you ensure that diverse communities, including underserved populations such as Native American, Black, Latino, Asian, rural communities and LGBTQ+ individuals, are engaged in the project?	40	38
		COMMENT:	Strong strategy for stakeholder engagement, especially for diverse communities. Slightly more proactive methods or examples of engagement with underserved populations would further strengthen this response.		
	I		Describe your organization's experience with data collection and reporting. How will you track participation, collect satisfaction surveys, measure program success, and ensure continuous improvement based on data-driven insights?	30	30
		COMMENT:	Demonstrates excellent experience and capability in data collection and reporting, including clear methods for continuous improvement.		
	J		How does your organization ensure a trauma-informed approach in facilitation? What protocols or guidelines are in place to prevent re-traumatization and maintain a safe, structured, and supportive environment for participants?	30	28
		COMMENT:	They provided detailed protocols for trauma-informed facilitation, which is excellent. However, some examples of actual participant management during crisis situations would make this even clearer.		
	K		How will you train and supervise facilitators to ensure they follow the structured session framework outlined in the SOW (e.g., introduction, psychoeducational content, skills practice, open support, and takeaways)? Provide details on your facilitator performance evaluation process.	30	29

		COMMENT:	Comprehensive and clear facilitator training and supervision processes. Slightly more detail about how facilitators' performance improvements are measured over time would make this complete.		
	L	Describe how your program integrates multi-modal learning approaches to accommodate different cognitive and learning styles of participants with TBI. What strategies will you use to make psychoeducational content engaging and accessible?		30	30
		COMMENT:	Their multi-modal learning strategies are excellent and clearly tailored to accommodate various cognitive styles, very well done.		
	M	What measures will you take to monitor participant engagement and retention in the virtual support groups? How will you adapt programming to address engagement challenges if they arise?		20	18
		COMMENT:	Clear and effective measures for monitoring participant engagement. Including specific past examples of how programming was adapted successfully would have added extra depth.		

7.	Bidder Proposed Pring		20 MAX POINTS	SCORE
	A	Provide a detailed budget proposal that outlines all costs associated with the project. How will you ensure cost-efficiency without compromising the quality of service delivery, facilitator training, and participant engagement?	20	18
	COMMENT:	Detailed and clear budget proposal demonstrates cost-efficiency without sacrificing quality. Clarification around assumptions for potential variations in participant numbers or associated costs would further clarify their budgeting approach.		
	C	Please fully describe any assumptions Bidder has made that affect its proposed total charges, if those assumptions are not explicitly addressed in Attachment A, Sample Contract.	Not Scored	
	COMMENT:	Click here to enter text.		

Do not score 7B

WRITTEN RESPONSE SCORING

April 14-May 5

RFP #2513-870

Solicitation Title

Vendor Name: HeyPeers

Evaluator Number: 3

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Section 7 Bidders Proposed Pricing	20 points

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Evaluator Scoresheet for RFP 2513-870				
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5.	Bidder Qualifications and Experience			
			90 MAX POINTS	SCORE
	A	Describe your organization's experience in conducting virtual support groups for individuals with traumatic brain injuries and/or other disabilities. Provide specific examples of past programs, including participant engagement strategies, challenges encountered, and outcomes achieved.	30	25
		COMMENT: While the answer described general platform use and attendance issues, it did not describe specific examples of past programs, or examples in conducting support groups – specifically for individuals with TBIs or other disabilities. It did however have excellent feedback with potential areas for improvement within WA State TBI outreach services.		
	B	Provide details on the qualifications and expertise of the team members who will be assigned to this project. How does their experience align with the requirements of this RFP, particularly in psychoeducational facilitation, trauma-informed care, and virtual support group management? The bidder should note that if awarded a contract, it may not reassign its key personnel from the Project without prior approval of DSHS.	20	17
		COMMENT: Impressive clinical staff resumes with a variety of expertise and longevity in their scope of practices. It is unclear however how John Hegarty and Phil King are specifically going to be involved with this RFP. For example, it doesn't specify what JH's title or actual position at Harborview was (Surgeon, Nurse, Janitor, Social Worker, etc), or how the title of Client Relations Manager will be incorporated into this RFP. And for Phil King, working as a Human Capital Management Consultant, to internal logistics/HR policy/training/onboarding, what role(s) will they take specifically in this RFP?		
	C	Explain your team and facilitators' familiarity with person-centered, trauma-informed, and psychoeducational facilitation of virtual support groups. What specific training and certifications have they completed in these areas? How do you ensure ongoing professional development for facilitators?	40	30
		COMMENT: These answer generic continuing education requirements, but nothing specifically with TBIs. Is there a basic standard of continuity rather than 'this training or that'? There does not seem to be much focus on the potential facilitators ability to provide the specific TBI related services skillfully. Again, it notes John Hegarty and Valarie Harris working in trauma care facilities, but it does not mention their role or level of familiarity with support groups or what training/certifications they have		

		completed in those specific areas - it does not mention their role as facilitators, or if they currently meet the RFP requirements.		
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6.	Bidder Solution and Proposed Approach		380 MAX POINTS	SCORE
	A	Describe the methodology your team will use to assess and integrate best practices for psychoeducational virtual support groups, ensuring that content delivery is structured, interactive, and accessible for individuals with TBI, families, and caregivers?	40	30
		COMMENT: The methodology did not include any TBI related needs that may need to be considered when approaching virtual platforms, for example – planned breaks, certain colored slide backgrounds, etc. Are these virtual support groups only accessible from a laptop, or can they also be accessed from a phone? Will there be any other language/translation options?		
	B	Explain the methodology you will use to conduct a gap analysis related to the availability of services for individuals experiencing TBI. How will you assess current service offerings, identify gaps, and recommend data-driven solutions?	40	40
		COMMENT: Superior answer. Well thought out. The quick turn around time for analysis, review, and adjustments is impressive.		
	C	How will your team evaluate the effectiveness of potential solutions for addressing identified service gaps? What criteria and data sources will be used to determine efficacy?	40	40
		COMMENT: This is a great response and seems to be an effective solution.		
	D	Describe your approach to identifying, assessing, and mitigating potential risks that could impact the success of the project. Consider factors such as participant retention, technological barriers, and engagement challenges.	10	9

		COMMENT:	Adequate response highlighting areas of deficits and how to improve engagement. Other risk areas also should be considered when dealing with TBI's in particular.		
	E	Describe the virtual platform you utilize, ensuring that it aligns with the accessibility needs of individuals with TBI. How does your platform accommodate cognitive, visual, and auditory impairments to ensure full participation?		30	10
		COMMENT:	While this answers a very general question, this isn't very TBI specific. It is important to take this demographic into consideration. What may seem appropriate for a general audience, may not work for someone with a TBI. Perhaps an advanced screening for special accommodations may be needed. Additionally, are there other pre-VSG notifications available, aside from email?		
	F	Explain how you will present findings, recommendations, and potential solutions in a manner that is clear, actionable, and accessible to diverse stakeholders, including individuals with TBI, caregivers, and policymakers.		20	10
		COMMENT:	While this answers a very general question, this isn't very TBI specific. It is important to take this demographic into consideration, additionally, presenting this information to policymakers requires a lot of detail and collaboration.		
	G	Describe any previous collaborations or partnerships with government agencies, non-profit organizations, or other entities in delivering virtual support groups for individuals with TBI and/or other disabilities. Provide examples of successful outcomes from these partnerships.		20	5
		COMMENT:	This question was not answered in whole. There were four organizations mentioned, but the answer did not go into detail on examples of successful outcomes from those specific partnerships. The answer did mention again the HPC study, but no correlation to a specific organization mentioned in the answer.		
	H	Describe your strategy for engaging with stakeholders, including service recipients, to ensure a comprehensive understanding of service needs and challenges. How will you ensure that diverse communities, including underserved populations such as Native American, Black, Latino, Asian, rural communities and LGBTQ+ individuals, are engaged in the project?		40	39
		COMMENT:	The answer was cut off and left unfinished. Highlighting a desire to recruit facilitators from within the underserved communities is a great idea. Engage and reengagement will be important. Despite unfished answer, I believe the answer still met criteria.		

	I	Describe your organization's experience with data collection and reporting. How will you track participation, collect satisfaction surveys, measure program success, and ensure continuous improvement based on data-driven insights?	30	27
		COMMENT: Adequate automatic platform data collection. How will this be stored and disseminated?		
	J	How does your organization ensure a trauma-informed approach in facilitation? What protocols or guidelines are in place to prevent re-traumatization and maintain a safe, structured, and supportive environment for participants?	30	0
		COMMENT: Pg 20: "Facilitators can remove participants who do not follow the meeting guidelines if they fail to do so after being confronted." Confrontation should rarely, if ever, be used in trauma informed approached especially in a sensitive setting such as a support group. Not only could this cause trauma to the targeted individual, but it could also be a trigger for another group member as well.		
	K	How will you train and supervise facilitators to ensure they follow the structured session framework outlined in the SOW (e.g., introduction, psychoeducational content, skills practice, open support, and takeaways)? Provide details on your facilitator performance evaluation process.	30	15
		COMMENT: The basic program training is standard and appropriate. As mentioned in previous answers, one "shadow" session will occur. Considering there will be different groups and purposes, how will one session ensure that someone is ready to lead VSGs on their own – especially with sensitive topics such as TBI. Sometimes lived experiences can also create a bias.		
	L	Describe how your program integrates multi-modal learning approaches to accommodate different cognitive and learning styles of participants with TBI. What strategies will you use to make psychoeducational content engaging and accessible?	30	5
		COMMENT: This answer is vague and does not specifically address any multifaceted approaches to different cognitive adaptations or content strategies might need to be implemented to make this VSG engaging in the long run. Struggling to find where your work is TBI specific. While some of your approaches seem like they might work well for extroverts, they may not work as well for other populations who already struggle interacting within group settings with populations are not made up of who they identify as their peers.		

	M	What measures will you take to monitor participant engagement and retention in the virtual support groups? How will you adapt programming to address engagement challenges if they arise?	20	13
		COMMENT: Retention was not addressed.		

7.	Bidder Proposed Pring		20 MAX POINTS	SCORE
	A	Provide a detailed budget proposal that outlines all costs associated with the project. How will you ensure cost-efficiency without compromising the quality of service delivery, facilitator training, and participant engagement?	20	16
		COMMENT: Budget outline seems appropriately itemized. No detailed description on how lower bid will prevent potential compromised quality of services due to high cost of living in WA state and expectations of RFP staff qualifications.		

	C	Please fully describe any assumptions Bidder has made that affect its proposed total charges, if those assumptions are not explicitly addressed in Attachment A, Sample Contract.	Not Scored	
	COMMENT:	Appreciate the assumptions for 60-minute sessions.		

Do not score 7B

WRITTEN RESPONSE SCORING

April 14-May 5

RFP #2513-870

Solicitation Title

Vendor Name: HeyPeers

Evaluator Number: 4

General Guidelines:

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5.	Bidder Qualifications and Experience			
			90 MAX POINTS	SCORE
	A	Describe your organization's experience in conducting virtual support groups for individuals with traumatic brain injuries and/or other disabilities. Provide specific examples of past programs, including participant engagement strategies, challenges encountered, and outcomes achieved.	30	30
		COMMENT: Agency was formed for VSG; providing services x15 years; Solid ability to manage groups, track participation by various factors; existing groups of all types, including TBI; shown ability to reach millions of individuals from diverse backgrounds; provide support on a variety of issues, including TBI; simple, consistent groups improve ability for individuals with disabilities to be able to engage comfortably. Challenges with engagement and referrals; taking steps to improve outreach.		
	B	Provide details on the qualifications and expertise of the team members who will be assigned to this project. How does their experience align with the requirements of this RFP, particularly in psychoeducational facilitation, trauma-informed care, and virtual support group management? The 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: Staff have years of experience with facilitating groups; individuals with clinical or doctorate degrees to help oversee and manage the platform, ensuring that there are individuals with an understanding of the issues and best practices in places of management with the ability to make positive change.		
	C	Explain your team and facilitators' familiarity with person-centered, trauma-informed, and psychoeducational facilitation of virtual support groups. What specific training and certifications have they completed in these areas? How do you ensure ongoing professional development for facilitators?	40	40
		COMMENT: Management staff are clinicians and/or have worked in trauma involved care; facilitators are all peers with training and personal experiences, which is an excellent combo for effective group treatment/support; continuing education required; extensive training and shadowing for new peers; monthly supervision meetings.		

6.	Bidder Solution and Proposed Approach		380 MAX POINTS	SCORE
A	Describe the methodology your team will use to assess and integrate best practices for psychoeducational virtual support groups, ensuring that content delivery is structured, interactive, and accessible for individuals with TBI, families, and caregivers?		40	40
	COMMENT:	15+ years of VSG designing, organizing, and facilitating; consistent and simple flow for groups with accessible language and simple visual presentation; encouraging education and lived-experience in meetings; engages and allows or open communication/check-in in a manner that reduces anxiety and develops trust; practices positive psychology with a positive close; conducts studies to determine effectiveness of groups and room for growth; educational modules to cover a variety of topics		
	B Explain the methodology you will use to conduct a gap analysis related to the availability of services for individuals experiencing TBI. How will you assess current service offerings, identify gaps, and recommend data-driven solutions?		40	35
	COMMENT:	Develop specific goals for TBI groups with DSHS; track participant demos and outcomes; periodic reporting; work towards achieving goals with DSHS based on feedback from analysis.		
	C How will your team evaluate the effectiveness of potential solutions for addressing identified service gaps? What criteria and data sources will be used to determine efficacy?		40	35
	COMMENT:	Existing reporting capabilities, tracking by different variables; surveys for satisfaction, learning and development outcomes; determining referral sources		
D	Describe your approach to identifying, assessing, and mitigating potential risks that could impact the success of the project. Consider factors such as participant retention, technological barriers, and engagement challenges.		10	10
	COMMENT:	Proactive approach to ensuring success; platform is built for VSGs, are familiar with potential glitches and methods to reduce technological barriers; participant reminders; direct placing of meeting on personal schedule; customizable client service page with links; customer care team; regular contact with facilitators to determine issues, provide education.		
E	Describe the virtual platform you utilize, ensuring that it aligns with the accessibility needs of individuals with TBI. How does your platform accommodate cognitive, visual, and auditory impairments to ensure full participation?		30	30
	COMMENT:	Platform is built for VSGs, with 15+ years of use; HIPPA and 508C compliant; logical and simple layout to enhance user friendliness; ease of use to register and attend; custom client pages; reminder emails;		

			ability to put on personal calendar; meetings are consistent in their structure with visual accommodations (large, clear print); continuous evaluation and improvement of features.		
	F	Explain how you will present findings, recommendations, and potential solutions in a manner that is clear, actionable, and accessible to diverse stakeholders, including individuals with TBI, caregivers, and policymakers.		20	20
		COMMENT:	Numerous presentations to variety of audiences; slides, discussions, hand-outs to clearly lay out a visual of findings, etc; individualized reports to each client/stakeholder to outline utilization and other important information; participant comment that stands out; any updates; monthly utilization report; metric reports.		
	G	Describe any previous collaborations or partnerships with government agencies, non-profit organizations, or other entities in delivering virtual support groups for individuals with TBI and/or other disabilities. Provide examples of successful outcomes from these partnerships.		20	20
		COMMENT:	Multiple partnerships with a variety of agencies; tens of thousands of registrants and participants; increased growth of partnered agencies; increased meetings indicate increased growth; based on study of 142 individuals who took part in the Depression Recovery Group showed 34% decrease in symptoms, 48% reduction in urgent care visits for depression, 49% decrease in use of ER visits for depression, and 69% decrease in hospital readmissions.		
	H	Describe your strategy for engaging with stakeholders, including service recipients, to ensure a comprehensive understanding of service needs and challenges. How will you ensure that diverse communities, including underserved populations such as Native American, Black, Latino, Asian, rural communities and LGBTQ+ individuals, are engaged in the project?		40	35
		COMMENT:	Partner with DSHS to meet with stakeholders; reach out to agencies/organizations who have vested interest; attend TBI council meetings, stakeholder meetings; recruit facilitators from minority communities; link data collection summarized in real time to provide quick feedback.		
	I	Describe your organization's experience with data collection and reporting. How will you track participation, collect satisfaction surveys, measure program success, and ensure continuous improvement based on data-driven insights?		30	30
		COMMENT:	Continuous tracking of utilization, feedback, demos; tracking is immediately available and downloadable; creation survey; customizable pre and post meeting surveys; work with DSHS to create survey that meets RFT requirements; monthly/quarterly client organization report – to include attendance, discussion themes, feedback, challenges, successes, recommendations.		

	J	How does your organization ensure a trauma-informed approach in facilitation? What protocols or guidelines are in place to prevent re-traumatization and maintain a safe, structured, and supportive environment for participants?	30	30
		COMMENT: Human and tech protocols for safe and supportive environment; training, handbook, people, policies, etc, create emotionally and technically secure experience; review support group guidelines in every meeting; emphasize confidentiality, respect, inclusivity; carefully selected facilitators; identify needs of participants and do best to meet them; protocols in place to alert leaders if there is an issue about participant; additionally training and certifications in various skills.		
	K	How will you train and supervise facilitators to ensure they follow the structured session framework outlined in the SOW (e.g., introduction, psychoeducational content, skills practice, open support, and takeaways)? Provide details on your facilitator performance evaluation process.	30	30
		COMMENT: Requires certification with lived experience; structured modules keep the framework intact and ensure all aspects are met; annotated slides to assist facilitators; extensive training; monthly supervision; annual performance reviews; review feedback and make appropriate adjustments.		
	L	Describe how your program integrates multi-modal learning approaches to accommodate different cognitive and learning styles of participants with TBI. What strategies will you use to make psychoeducational content engaging and accessible?	30	30
		COMMENT: Simple, consistent, logical framework to each meeting; gradual involvement to comfort level; clear expectations; different elements to be more engaging; visual count down time.		
	M	What measures will you take to monitor participant engagement and retention in the virtual support groups? How will you adapt programming to address engagement challenges if they arise?	20	20
		COMMENT: Monitors and encourages member engagement, while honoring comfort and the difference in how people learn and participate; aware of need to potentially change elements of the module/meeting to help improve engagement/comfort of members.		

7.	Bidder Proposed Pricing		20 MAX POINTS	SCORE
	A	Provide a detailed budget proposal that outlines all costs associated with the project. How will you ensure cost-efficiency without compromising the quality-of-service delivery, facilitator training, and participant engagement?	20	20
	COMMENT:	Provided breakdown of each module/group by year as well as assessment costs, platform fee, community options based on existing groups and potential needs		
	C	Please fully describe any assumptions Bidder has made that affect its proposed total charges, if those assumptions are not explicitly addressed in Attachment A, Sample Contract.	Not Scored	
	COMMENT:	--		

Do not score 7B

WRITTEN RESPONSE SCORING

April 14-May 5

RFP #2513-870

Solicitation Title

Vendor Name: HeyPeers

Evaluator Number: 5

General Guidelines:

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

Scoring of Proposals

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

Section 5 Bidder Qualifications and Experience	90 points
Section 6 Bidders Solution and Proposed Approach	380 points
Section 7 Bidders Proposed Pricing	20 points

If you have questions, please direct them to Stephaine Ssaaka, Solicitation Coordinator, phone 360-664-6073. 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 RFP 2513-870

You will be evaluating one parts of the bidder's submission: If a question requires Bidders to submit additional documents, they will be included in an attached document.

5. Bidder Qualifications and Experience			90 MAX POINTS	SCORE
A	Describe your organization's experience in conducting virtual support groups (VSGs) for individuals with traumatic brain injuries and/or other disabilities. Provide specific examples of past programs, including participant engagement strategies, challenges encountered, and outcomes achieved.		30	28
	COMMENT:	This bidder has been providing Virtual Peer Support Group services to DSHS since September 2020. Their experience includes supporting DSHS TBI Council groups. As they note in their application, their "entire business was founded and has been designed to support human health via Virtual Support Groups (VSGs)....[They] have been helping individuals toward wellness for over 15 years." In addition, they have a platform to hold these virtual meetings and experienced staff to facilitate them.		
B	Provide details on the qualifications and expertise of the team members who will be assigned to this project. How does their experience align with the requirements of this RFP, particularly in psychoeducational facilitation, trauma-informed care, and virtual support group management? The 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:	They provided a summary of the experience of several team members who hold the skills to carry out this contract.		
C	Explain your team and facilitators' familiarity with person-centered, trauma-informed, and psychoeducational facilitation of virtual support groups. What specific training and certifications have they completed in these areas? How do you ensure ongoing professional development for facilitators?		40	35
	COMMENT:	Two of their team members have worked in trauma care facilities and all of their current facilitators are Certified Peer Specialists with extensive training and expertise with person-centered, trauma-informed peer support. They are also all required to complete continuing education units of 12-40 hours per year.		

6.	Bidder Solution and Proposed Approach		380 MAX POINTS	SCORE
A	Describe the methodology your team will use to assess and integrate best practices for psychoeducational virtual support groups, ensuring that content delivery is structured, interactive, and accessible for individuals with TBI, families, and caregivers?		40	35
	COMMENT:	They follow their own design and their sessions are completed in 3 parts. They also conducted a study among their HPC Depression Recovery Group participants to highlight the impact of their methodology.		
B	Explain the methodology you will use to conduct a gap analysis related to the availability of services for individuals experiencing TBI. How will you assess current service offerings, identify gaps, and recommend data-driven solutions?		40	35
	COMMENT:	They will work with DSHS to develop specific goals for each TBI group. They'll conduct monthly analysis and report results to DSHD.		
C	How will your team evaluate the effectiveness of potential solutions for addressing identified service gaps? What criteria and data sources will be used to determine efficacy?		40	32
	COMMENT:	They will use tools that they already use to do this, including survey feedback data. They note that they can ask participants to identify how they were referred to the DSHS support group, but it is worded in a way to suggest this is an option without commitment.		
D	Describe your approach to identifying, assessing, and mitigating potential risks that could impact the success of the project. Consider factors such as participant retention, technological barriers, and engagement challenges.		10	9
	COMMENT:	Sufficient response.		
E	Describe the virtual platform you utilize, ensuring that it aligns with the accessibility needs of individuals with TBI. How does your platform accommodate cognitive, visual, and auditory impairments to ensure full participation?		30	28
	COMMENT:	Good response, a lot of detail so difficult to summarize but responded to the question asked.		
F	Explain how you will present findings, recommendations, and potential solutions in a manner that is clear, actionable, and accessible to diverse stakeholders, including individuals with TBI, caregivers, and policymakers.		20	18

		COMMENT:	They create a quarterly data report, alongside experience providing hundreds of presentations about their enterprise, a monthly utilization report used to support their clients and report on metrics concerning the group attendance, user feedback and population analytics.		
	G		Describe any previous collaborations or partnerships with government agencies, non-profit organizations, or other entities in delivering virtual support groups for individuals with TBI and/or other disabilities. Provide examples of successful outcomes from these partnerships.	20	19
		COMMENT:	They list several organizations they've provided similar services to, including the WA state's TBI Council.		
	H		Describe your strategy for engaging with stakeholders, including service recipients, to ensure a comprehensive understanding of service needs and challenges. How will you ensure that diverse communities, including underserved populations such as Native American, Black, Latino, Asian, rural communities and LGBTQ+ individuals, are engaged in the project?	40	36
		COMMENT:	Sufficient response		
	I		Describe your organization's experience with data collection and reporting. How will you track participation, collect satisfaction surveys, measure program success, and ensure continuous improvement based on data-driven insights?	30	28
		COMMENT:	Data collection seems to be an important part of their business model.		
	J		How does your organization ensure a trauma-informed approach in facilitation? What protocols or guidelines are in place to prevent re-traumatization and maintain a safe, structured, and supportive environment for participants?	30	28
		COMMENT:	Sufficient response, though repeated a lot of what has already been shared in questions asked earlier.		
	K		How will you train and supervise facilitators to ensure they follow the structured session framework outlined in the SOW (e.g., introduction, psychoeducational content, skills practice, open support, and takeaways)? Provide details on your facilitator performance evaluation process.	30	28

		COMMENT:	Their response seems like a standard process for an organization that is focused on behavioral health services		
	L	Describe how your program integrates multi-modal learning approaches to accommodate different cognitive and learning styles of participants with TBI. What strategies will you use to make psychoeducational content engaging and accessible?		30	26
		COMMENT:	No comment		
	M	What measures will you take to monitor participant engagement and retention in the virtual support groups? How will you adapt programming to address engagement challenges if they arise?		20	17
		COMMENT:	This was addressed to some degree earlier, but they note in this response that they can be adaptable to DSHS's preferences in how to meet this requirement.		

7.	Bidder Proposed Pring		20 MAX POINTS	SCORE
	A	Provide a detailed budget proposal that outlines all costs associated with the project. How will you ensure cost-efficiency without compromising the quality of service delivery, facilitator training, and participant engagement?	20	18
	COMMENT:	Without awareness of what is considered a competitive price for these services, this seems reasonable. There was no verbal explanation in the budget proposal, only numbers.		
	C	Please fully describe any assumptions Bidder has made that affect its proposed total charges, if those assumptions are not explicitly addressed in Attachment A, Sample Contract.	Not Scored	N/A
	COMMENT:	N/A		

Do not score 7B