

WRITTEN RESPONSE SCORING
April 22-26, 2024
RFX #2334-834
Sign Language Interpreter Referral Agency

Vendor Name: A2Z Interpreting Services

Evaluator Number: WE1

General Guidelines:

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

Scoring of Proposals

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

Section 5 Non-Cost Submittal	200 points
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If you have questions, please direct them to Caleb Clark, Solicitation Coordinator, phone 360-664-6076. 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 RFQQ #2334-834

You will be evaluating one part of the bidder's submission: Section 5. Non-Cost Submittal. If a question requires Bidders to submit additional documents, they will be included in an attached document.

5.		BIDDER Non-Cost Submittal (200 Points)	MAX POINTS	SCORE
A	Please describe your experience, skills, and qualifications that demonstrate your ability to satisfy this solicitation's Contract. Please include any relevant experience coordinating ASL interpreters that makes your business uniquely qualified for the Contract.		15	15
	COMMENT:	How does having nationally certified interpreters with years of experience an advantage or how does it demonstrate your ability to satisfy this contract. Are the interpreters doing the scheduling different from the interpreters doing the interpretations? Are the interpreters independent contractors or employees?		
B	Please provide the number of ASL interpreters registered with ODHH who you currently subcontract with; and, if you are a successful Bidder, will use to provide services under the Contract. (NOTE: The Bidder with the highest number of interpreters will receive the maximum allowable points. Bidders with a lower number of interpreters will receive proportionately fewer points based on the highest number as follows: lower number/higher number * available points = total points awarded).		20	
	COMMENT:	Evaluator – please do not score this question. Solicitation Coordinator will complete after evaluations are finished.		
C	Please describe how you determine interpreters' skills for various kinds of appointments, so the interpreters meet the clients' communication style to promote effective communication in critical situations.		30	30
	COMMENT:	I like the way A2Z internally shares information and even, at times, uses a Deaf Interpreter to ensure effective communication.		
D	Please describe how you will consistently acquire updated interpreter schedules. Include and describe in detail your scheduling and booking process or system that enables you to respond to and book interpretation services, and how you will maintain uninterrupted service.		30	25

	COMMENT:	If the contract is for after normal business hours interpreting, how would you catch some urgent requests consistently for after-hours interpreting? The cloud-based software seems a good choice and the normal 2 hour window seems to be a good guideline, as long as it has been effective.		
E		Please describe your process for booking appointments in which there are more than one Deaf, DeafBlind, hard of hearing, late deafened, or Deaf Disabled person.	20	20
	COMMENT:	The question is about various types of clients they are interpreting for and they are not really addressing the question as the Deaf client is vastly different than DeafBlind and again very different than the needs of late deafened or deaf disabled person. Yes. the data base and notes on the clients they have worked with are a big help but other than that how is this a big plus?		
F		Please describe how you will handle a situation where the interpreter(s) arrive and are unable to provide effective communication access.	20	15
	COMMENT:	Are there other alternatives?		
G		Please describe your method for ensuring an Interpreters safety during unscheduled home visits where the client is unknown.	15	5
	COMMENT:	I am not so sure that state employees have any more training than an interpreter. Yes, they may have training in an office setting but in a home visit setting, I might challenge that answer. I am mildly disappointed in their caring for their contracted employee		
A		For each category below, please state the time needed by your firm to confirm receipt of a sign language interpreter request received during non-standard business hours (Monday-Thursday; 5:00pm – 8:00am Pacific Time/Friday 5:00pm – Monday 8:00am Pacific Time, including holidays).	15	5
	COMMENT:	To confirm receipt of the request couldn't it be automated? All you are doing is stating you received the request.		

	C	For each category below, please state the me needed by your firm to accept or deny an interpreter request received during non-standard business hours (Monday-Thursday; 5:00pm – 8:00am Pacific Time/Friday 5:00pm – Monday 8:00am Pacific Time, including holidays).	15	5
COMMENT:	This seems to negate the reasoning you used to address question D			
COMMENT:	Click here to enter text.			

WRITTEN RESPONSE SCORING
April 22-26, 2024
RFX #2334-834
Sign Language Interpreter Referral Agency

Vendor Name: ASL Professionals

Evaluator Number: WE2

General Guidelines:

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Section 5 Non-Cost Submittal	200 points
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Evaluator Scoresheet for RFQQ #2334-834

You will be evaluating one part of the bidder's submission: Section 5. Non-Cost Submittal. If a question requires Bidders to submit additional documents, they will be included in an attached document.

5.		BIDDER Non-Cost Submittal (200 Points)	MAX POINTS	SCORE
A	Please describe your experience, skills, and qualifications that demonstrate your ability to satisfy this solicitation's Contract. Please include any relevant experience coordinating ASL interpreters that makes your business uniquely qualified for the Contract.		15	15
	COMMENT:	Response is detailed and satisfactory.		
B	Please provide the number of ASL interpreters registered with ODHH who you currently subcontract with; and, if you are a successful Bidder, will use to provide services under the Contract. (NOTE: The Bidder with the highest number of interpreters will receive the maximum allowable points. Bidders with a lower number of interpreters will receive proportionately fewer points based on the highest number as follows: lower number/higher number * available points = total points awarded).		20	
	COMMENT:	Evaluator – please do not score this question. Solicitation Coordinator will complete after evaluations are finished.		
C	Please describe how you determine interpreters' skills for various kinds of appointments, so the interpreters meet the clients' communication style to promote effective communication in critical situations.		30	30
	COMMENT:	Response is detailed and satisfactory.		
D	Please describe how you will consistently acquire updated interpreter schedules. Include and describe in detail your scheduling and booking process or system that enables you to respond to and book interpretation services, and how you will maintain uninterrupted service.		30	30

	COMMENT:	Response is detailed and satisfactory.		
E	Please describe your process for booking appointments in which there are more than one Deaf, DeafBlind, hard of hearing, late deafened, or Deaf Disabled person.		20	20
	COMMENT:	Response is detailed and satisfactory.		
F	Please describe how you will handle a situation where the interpreter(s) arrive and are unable to provide effective communication access.		20	20
	COMMENT:	Response is satisfactory in regard to community accountability on interpreting assignments.		
G	Please describe your method for ensuring an Interpreters safety during unscheduled home visits where the client is unknown.		15	15
	COMMENT:	Safety plan with adequate communication to work with the requestor from the state to ensure the interpreters' safety is satisfactory.		
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	COMMENT:	Response is satisfactory.		

	C	For each category below, please state the time needed by your firm to accept or deny an interpreter request received during non-standard business hours (Monday-Thursday; 5:00pm – 8:00am Pacific Time/Friday 5:00pm – Monday 8:00am Pacific Time, including holidays).	15	15
COMMENT:	Response is satisfactory.			
COMMENT:	Click here to enter text.			

WRITTEN RESPONSE SCORING
April 22-26, 2024
RFX #2334-834
Sign Language Interpreter Referral Agency

Vendor Name: A2Z Interpreting Inc, LLC

Evaluator Number: WE3

General Guidelines:

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5.		BIDDER Non-Cost Submittal (200 Points)	MAX POINTS	SCORE
A	Please describe your experience, skills, and qualifications that demonstrate your ability to satisfy this solicitation's Contract. Please include any relevant experience coordinating ASL interpreters that makes your business uniquely qualified for the Contract.		15	12
	COMMENT: Click here to enter text.			
B	Please provide the number of ASL interpreters registered with ODHH who you currently subcontract with; and, if you are a successful Bidder, will use to provide services under the Contract. (NOTE: The Bidder with the highest number of interpreters will receive the maximum allowable points. Bidders with a lower number of interpreters will receive proportionately fewer points based on the highest number as follows: lower number/higher number * available points = total points awarded).		20	
	COMMENT:	Evaluator – please do not score this question. Solicitation Coordinator will complete after evaluations are finished.		
C	Please describe how you determine interpreters' skills for various kinds of appointments, so the interpreters meet the clients' communication style to promote effective communication in critical situations.		30	24
	COMMENT: Click here to enter text.			
D	Please describe how you will consistently acquire updated interpreter schedules. Include and describe in detail your scheduling and booking process or system that enables you to respond to and book interpretation services, and how you will maintain uninterrupted service.		30	24

	COMMENT:	Click here to enter text.		
E	Please describe your process for booking appointments in which there are more than one Deaf, DeafBlind, hard of hearing, late deafened, or Deaf Disabled person.		20	16
	COMMENT:	Click here to enter text.		
F	Please describe how you will handle a situation where the interpreter(s) arrive and are unable to provide effective communication access.		20	16
	COMMENT:	Click here to enter text.		
G	Please describe your method for ensuring an Interpreters safety during unscheduled home visits where the client is unknown.		15	12
	COMMENT:	Click here to enter text.		
A	For each category below, please state the time needed by your firm to confirm receipt of a sign language interpreter request received during non-standard business hours (Monday-Thursday; 5:00pm – 8:00am Pacific Time/Friday 5:00pm – Monday 8:00am Pacific Time, including holidays).		15	12
	COMMENT:	Click here to enter text.		

	C	For each category below, please state the time needed by your firm to accept or deny an interpreter request received during non-standard business hours (Monday-Thursday; 5:00pm – 8:00am Pacific Time/Friday 5:00pm – Monday 8:00am Pacific Time, including holidays).	15	12
COMMENT:	Click here to enter text.			
COMMENT:	Click here to enter text.			