

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

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**Vendor Name: CODA Plus**

**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.

<b>Score</b>	<b>Description</b>	<b>Discussion</b>
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.		<b>BIDDER Non-Cost Submittal (200 Points)</b>	<b>MAX POINTS</b>	<b>SCORE</b>
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	10
	COMMENT:	If there is only one person scheduling, what happens when the individual is sick or involved in a family emergency.		
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.  <b>(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).</b>		20	
	COMMENT:	<b>Evaluator – please do not score this question. Solicitation Coordinator will complete after evaluations are finished.</b>		
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	20
	COMMENT:	RID certified is good but how does this and interviews meet the clients communications style or 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	30

	COMMENT:	Nice full answer		
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:	It is evident the client comes first and customer service and true communication is essential.		
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:	Does the scheduler or anyone else get involved to assist the interpreter in making that decision?		
G	Please describe your method for ensuring an Interpreters safety during unscheduled home visits where the client is unknown.		15	15
	COMMENT:	Good safety plan for the interpreter.		
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	15
	COMMENT:	Nice turnaround times		

	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:	Nice turnaround times			
COMMENT:	Click here to enter text.			

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**Vendor Name: CODA Plus**

**Evaluator Number: WE2**

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- Do not downgrade a proposal because it did not address something that was not asked for in the Solicitation.

Scoring of Proposals

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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.

<b>Score</b>	<b>Description</b>	<b>Discussion</b>
90-100% of available points	Exceptional	Clearly superior to that which is average.
70-80%	Above Average	Better than that which is average.
50-60%	Average	Baseline score for each item with adjustments based upon the evaluator's interpretation of the Bidder's response.
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**Evaluator Scoresheet for 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.		<b>BIDDER Non-Cost Submittal (200 Points)</b>	<b>MAX POINTS</b>	<b>SCORE</b>
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.  <b>(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).</b>		20	
	COMMENT:	<b>Evaluator – please do not score this question. Solicitation Coordinator will complete after evaluations are finished.</b>		
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	29
	COMMENT:	Response is detailed and satisfactory. However, I'd like to see a backup plan if the owner is out on leave. What happens with requests then?		
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 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.		
G	Please describe your method for ensuring an Interpreters safety during unscheduled home visits where the client is unknown.		15	15
	COMMENT:	Response is satisfactory. The coaching plan for interpreters is a great addition to the safety plan.		
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	15
	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.			

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**Vendor Name: CODA Plus**

**Evaluator Number: WE3**

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5.		<b>BIDDER Non-Cost Submittal (200 Points)</b>	<b>MAX POINTS</b>	<b>SCORE</b>
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: <a href="#">Click here to enter text.</a>			
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. <b>(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).</b>		<b>20</b>	
	COMMENT: <b>Evaluator – please do not score this question. Solicitation Coordinator will complete after evaluations are finished.</b>			
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: <a href="#">Click here to enter text.</a>			
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	26

	COMMENT:	Went into great detail to clearly describe interpreter scheduling, reminder process to ensure fulfillment, full time and on call interpreters, terp to terp communication, and importance of client preference. Detailed consideration of the complexity of scheduling interpreters.		
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	15
	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.			