
ORAL INTERVIEW SCORING
June 12- 16, 2023
RFP #2234-821
DDA Training and Technical Assistance

Vendor Name: Service Alternatives

Evaluator Number: OE1

General Guidelines:

- Please score each vendor's response without reference to the scores for other vendors. Each score should reflect your score only based on the Vendor's response in each competency area.
- 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.
- You may discuss the proposals among the evaluation team after the interviews, but each evaluator should score independently. **We do not use consensus scoring.**
- Do not downgrade a proposal because it did not address something outside of the competency areas being judged.

The Oral Evaluation is comprised of three parts: Section 1- Questions, Section 2- Scenarios/Prompts, and Section 3- Additional Information (unscored).

Section 1 is worth 8 points. Section 2 is worth 12 points. Section 3 is unscored.

If you have questions, please direct them to Nicole Kahle, Solicitation Coordinator, phone 360-664-6050. All evaluations must be returned and reviewed by the Solicitation Coordinator at the end of the evaluation.

Oral Evaluation for RFP #2234-821

The 4 Oral Evaluation Questions are:

1. We are seeking ways to offer equal representation between our large and small organizations across the state. We want to provide ample opportunities for even our smallest provider organizations to be subcontracted to provide training, resources and supports. How would you help us make sure that we are offering a diverse pool of subcontracted providers?
2. Customer service is an essential function of this contract. Please describe your approach to customer service when expectations/deliverables are not met.
3. At times, there are competing perspectives on how requests should be completed/executed/resolved. As a collaborator with DDA and an intermediary between contracted providers/vendors and DDA, please tell us about how your organization addresses potential conflict.
 - a. Competing perspectives between DDA and the provider/vendor
 - b. Competing perspectives between DDA and your agency
4. Inclusion of individuals who received DDA services is a point of emphasis for our teams. Please describe how your organization prioritizes including individuals with lived experience in the development/facilitation of professional development opportunities. Additionally, tell us how you plan to grow the network of individuals with lived experience willing to participate.

The 3 Oral Evaluation Scenarios are:

1. The Residential Training Unit is in urgent need of crisis de-escalation and prevention training for hundreds of provider agencies across the state. Your role, as an organization who oversees this Technical Assistance budget is to provide assistance in brokering resources to meet State needs (e.g., suggesting trainings, trainers and subject matter experts, etc.). You know that your organization offers the crisis de-escalation and prevention training and even a train-the-trainer opportunity that would meet this need. How do you respond to this request?
2. As a manager of this contract, you would act as an intermediary for Developmental Disabilities Administration. You are asked to produce written materials, electronic/virtual documents, etc. without your agencies branding and to include DDA's branding. How do you respond to this request?
3. DDA Field Services Leadership Team has identified a provider to sub-contract with to facilitate training on self-care and reducing burnout. You already have a contracted provider with the same content. The leadership team asks you to initiate a contract with this new provider to bring a series of trainings to their regions. How would you respond to this request?

Oral Evaluator Scoring:

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Comments

- Who is the best to do the work should do the work. Expertise often lies with small subcontractors.
- The majority of the dollars have been used subcontract with third parties
- Some barriers:
 - Language that allows contract manager to exempt subcontractors from certain insurance (general liability, auto, etc.)
 - Some of the value of the current work that is being done is bringing on folks with lived experience
- Helping new subcontractors to help new small businesses understand the BAA
- Overhauled contractor intake process to bring businesses onto contract
- Hoping to ease the process to bring more businesses
- Using the OMW database to search/cross-reference for small, minority, women, veteran owned business to grow the sub contract pool

Points Awarded 2 out of 2

Question 2. Customer service is an essential function of this contract. Please describe your approach to customer service when expectations/deliverables are not met.

Comments

- Customer Service, Excellence, Fiscal Responsibility are 3 of the 7 core values of the org.
- Consistent communication and contact with DDA – Multiple processes that are internal and external and include collaboration with DDA to ensure mistakes don't happen
- In a recent experience, they were able to use the customer service failure to inform changes to strong service deliverables
- Fulfilled approx. 2400 TA requests (600/year)

Points Awarded 2 out of 2

Question 3. At times, there are competing perspectives on how requests should be completed/executed/resolved. As a collaborator with DDA and an intermediary between contracted providers/vendors and DDA, please tell us about how your organization addresses potential conflict.

- a. Competing perspectives between DDA and the provider/vendor, and
- b. Competing perspectives between DDA and your agency.

Comments.

3a. Role as intermediary, act as go between DDA and vendor.

- Present DDA's perspective to vendor
- Mediator
- Played DDA first defender of interest in event that subcontractor either was provided payment for development or had a pay agreement for presenting/facilitating the content (not both).
 - Their role is to prioritize DDA perspective

3b. First and foremost is to fill all requests that are not illegal or are misaligned with agency values or degrades agency integrity

- Ongoing push to provide de-escalation training in an inclusive ways that meets the needs fo the state (multiple languages)
 - Heard DDA perspective, taking that perspective to find the solution that fits the nature of the request

Points Awarded 2 out of 2

Question 4. Inclusion of individuals who received DDA services is a point of emphasis for our teams. Please describe how your organization prioritizes including individuals with lived experience in the development/facilitation of professional development opportunities. Additionally, tell us how you plan to grow the network of individuals with lived experience willing to participate.

Comments

- Continue to look to grow the number of
- Advocate Advisory Council – Regularly scheduled opportunities to hear direct feedback to improve processes, systems, etc
 - Added agency 7th value - Resept.
- Provided a number of opportunities for self-advocates to speak to their experience and inform training and development
- Currently working to lower barriers to bringing in more self-advocates and people with lived experience to inform

- Have found some creative ways to bring more folks on to contract with lived experiences – many have started their own company in order to subcontract (others joined larger agencies to contract with the agency)
 - Wants to partner with DDA to grow the number of folks on contract and the number of folks who have started their own business

Points Awarded 2 out of 2

SECTION 2

Secnario 1. The Residential Training Unit is in urgent need of crisis de-escalation and prevention training for hundreds of provider agencies across the state. Your role, as an organization who oversees this Technical Assistance budget is to provide assistance in brokering resources to meet State needs (e.g., suggesting trainings, trainers and subject matter experts, etc.). You know that your organization offers the crisis de-escalation and prevention training and even a train-the-trainer opportunity that would meet this need. How do you respond to this request?

Comments

- First catalogue the needs (what behaviors present, level of training needed, speed of completion, who is the specific audience, preventions, etc.)
- If the program that SA holds is the correct match for the need, that is worth exploring
- If there is a better or more appropriate vendor, SA would encourage and collaborate to find the right vendor for the need
- Can/will adjust the TA request as needed based on the vendor who is selected and all details associated with the request (number of trainings/trainers, location, etc.).
- Can/will examine the most fiscally responsible choice

Points Awarded 3 out of 4

Secnario 2. As a manager of this contract, you would act as an intermediary for Developmental Disabilities Administration. You are asked to produce written materials, electronic/virtual documents, etc. without your agencies branding and to include DDA's branding. How do you respond to this request?

Comments

- Not a problem for SA – the contract is clear regarding the branding and acknowledgment of the product that is being developed
- Even if SA wanted to use the products as part of their portfolio, would need to make a formal request
- Has invested in designers and design methods

Points Awarded 4 out of 4

Scenario 3. DDA Field Services Leadership Team has identified a provider to sub-contract with to facilitate training on self-care and reducing burnout. You already have a contracted provider with the same content. The leadership team asks you to initiate a contract with this new provider to bring a series of trainings to their regions. How do you respond to this request?

Comments

- Will always look to fill the request as written (subcontract with the desired provider)
- If there are barriers to completing request (timeline, business license, insurance, etc.) will partner with DDA to determine if there is an appropriate source already on contract to meet the need
- Happy to grow the number of contractor pool

Points Awarded 4 out of 4

SECTION 3

Additional Information: Please share any additional information you feel is important for us to know relating to the operationalization of your role managing this Technical Assistance budget. For example:

- a. Determining who will be recommended to complete the work requested.
- b. What system(s)/processes used to fill requests for technical assistance
- c. Methods for sending/receiving information from DDA including the mechanism (email, meetings, phone or some other means).
- d. Processes for feedback/questions/etc.

Comments

- a. Determining who will be recommended to complete the work requested.
- b. What system(s)/processes used to fill requests for technical assistance
 - i. Uses online system for TA requests (all info can be gathered from TAR)
 - ii. Will complete SOW prior to contract
 - iii. Contract database to organize the work internally and have all information available
 - iv. Monthly interviews with stakeholders to check-in, fiscal questions from stakeholders, etc.
- c. Methods for sending/receiving information from DDA including the mechanism (email, meetings, phone or some other means).
 - v. Emails/phone calls
 - vi. Stakeholder meetings on Zoom/Teams
- d. Processes for feedback/questions/etc.
 - vii. Emphasizes post-event debrief meetings
 - viii. Opportunity to receive and to provide feedback regarding lessons learned to adjust for future offerings

Not Scored

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Oral Evaluator General Notes:

Question 1- Has belief their job is to find the provider who will be the best at providing the work requested by DDA and that provider is one who should do the work. Most of their subcontracted work goes to small and diverse businesses. 70% of their work for DDA is currently done by subcontractors. There are barriers for these small businesses: The insurance requirements from the state (that the subcontractors have to meet the same requirements as the primary contractor) is a disincentive and in some cases and in some cases an insurmountable barrier for some potential subcontractors, especially self-advocates. The current contract has a mechanism for an exemption for those subcontractors in those special circumstances and would like to see that put in the contract again. Another barrier is the new PHI requirement that won't make sense for some subcontractors. Four years ago with the insurance requirement was implemented they had to re-create their subcontractor pool because they lost so many. They have always looked at the contract as a partnership with DDA. They have started using the OMWBE database to find subcontractors. They now consult the OMWBE database first and contact those potential contractors. **2 out of 2**

Question 2-One of SA 7 core values is customer service. Do everything they can to prevent failures. Biggest tool is constant communication with the subcontractor and DDA when it is needed. They also seek DDA's approval before using a subcontractor. When an issue occurs, they analyze the problem, and use it as a learning experience for the future. They used the example of the recent person-centered planning symposium as an example, where they isolated the issue as insufficient communication with the subcontracted facilitator (who did not follow the plan as determined by the stakeholder planning group). Another example given was the Trauma Informed Care training they put together that they realized after the fact that the training did not meet DDA's original intent. Those examples of failures shouldn't overshadow 2400 TA request fulfilled successfully by SA over the life of their contract with DDA. For the Trauma Informed Care SA is the first to admit that DDA didn't want the reference book what was created and the curriculum designed for too rigid for DDA's purposes. The deliverable was not met and SA isolated the issue as being the SA contractors losing sight of the DDA goal and objective. Have trained staff to keep this happening again. **2 out of 2**

Question 3-See their role as facilitating meeting the needs of the customer. They tell contractor what the needs are, and monitor the contractor to ensure they are met. Gave Brittany Asher example of when a subcontractor who was doing something other than what DDA wanted, and SA had to intervene (In this case the subcontractor wanted DDA to pay for the development of a curriculum and then wanted DDA to pay for its

use. Made it clear that DDA would own those materials if they paid to have them developed). DDA is the customer, and they (SA) as a contractor has the obligation to meet the needs of DDA. SA requires the subcontractor sees the DDA perspective. They believe they need to fill the expectation for DDA as long as it isn't impossible or illegal. The default should always be the DDA perspective. Used example of Right Response in Region 2 provided in the Spanish language. Recognized that they weren't really asking for Right Response training in Spanish, but they were really asking for behavioral response training in Spanish. So they have been looking for outside resources to fill the request. They always view DDA as a partner in meeting the needs of programs, clients and families. **2 out of 2**

Question 4-Push hard to find individuals with lived experience. SA has learned a lot about how their business really is perceived and received by creating an Advocate Advisory Council made up of self-advocates to tell SA how they are doing and what needs to be changed. They have made substantial changes based on the recommendations of this self-advocate group. One of their 7 core values is respect. One thing they have implemented is during the DD Specialty Training they have invited a self-advocate with lived experience to talk about living in an RHC vs and AFH where they live now. They are constantly expanding their pool of self-advocate subcontractors at all times. They have done this by helping self-advocates who are interested in doing the work, helping them partner with a larger organization like INSO, who will help this with the insurance, billing etc. They have also partnered with others to have them help self-advocates start their own businesses. **2 out of 2**

Scenario 1- Who provides the training is important. For behavior support it is important to understand the objectives of the training, the audience and when restrictions are necessary or possible in the support environment. Right Response is not always they answer to meeting needs; choose provider depend on needs of DDA. On-site workshop might be best or train the trainer might be. Also need to determine the need for accessibility of the training-language, hearing deficits etc. Have to work with DDA to determine what will work best taking all this into account, and then determining which de-escalation training will meet the needs.

Scenario 2- No problem. All deliverables are made for hire and owned by DDA. SA has never used their branding over DDA. Use DSHS style guides ; use all guidelines and submit for DDA for approval and review. 2020 increased their production staff to improve their service and help ensure meeting DSHS requirements. Ensure that any subcontractors adhere to this and meet the requirements for DDA.

Scenario 3- Work with subcontractors to meet standards and business license requirements. Bruce Anderson example, of use of subcontractor to meet requirements of staff retention. Constantly seek the feedback of DDA including a satisfaction survey

at the end of project. Also seek references for subcontractors.

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SECTION 2

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Points Awarded 4 out of 4

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Comments

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