

**WRITTEN RESPONSE SCORING**  
**December 4 - 8, 2023**  
**RFQQ #2334-836**  
**Civil Rights Personnel Investigators**

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**Vendor Name: Blessing HR Law**

**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 & 6 Non-Cost Submittal	1330 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.

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<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 RFX #2334-836**

You will be evaluating one part of the bidder's submission: Section 5 and 6 - Non-Cost Submittal. If a question requires Bidders to submit additional documents, they will be included in an attached document.

<b>Section 5. BIDDER Non-Cost Submittal: Desired Experience and Qualifications (1120 Points)</b>		<b>MAX POINTS: 1120</b>	<b>SCORE</b>
I	Please describe the experiences, skills and qualifications your organization possesses that are relevant to an evaluation of your ability to perform the Contract that is the subject of this Solicitation. Please ensure that your answer to this question includes all information that you wish DSHS to consider in determining whether you meet the minimum Bidder qualifications set forth in the Solicitation Document. Please include any relevant experience that distinguishes your organization or makes it uniquely qualified for the Contract.	200	175
	COMMENT: Broad employment law experience – does not appear to have an emphasis in investigations		
J	Please provide the names of the key team members you will assign to this Contract, if you are the Successful Bidder, and provide their proposed roles and copies of resumes describing the relevant experience they possess. Bidder should note that if awarded a contract, it may not reassign its key personnel from the Project without prior approval of DSHS.	200	100
	COMMENT: Given our caseload more than one team member would be beneficial		
K	Please describe your method for assuring that your services are provided in accordance with high quality standards and for immediately correcting any deficiencies? What data would you propose to report to DSHS which would permit verification of your quality assurance activity, findings and actions?	75	75
	COMMENT: States she is aligned with AWI standards. Addressed timeliness and time tracking		

L	Please describe the measures you employ to assure that your services are provided in a timely, cost effective manner that is consistent with quality outcomes and fair employment practices.	75	75
	COMMENT: Appears to stay on top of these areas		
M	Please provide one (1) recent sample report that was prepared and submitted for a personnel investigation (please redact the names of the individuals and employer). Sample will be evaluated on the bidders ability to effectively communicate with the customer using the following metrics: clarity in language, accessibility and readability.	300	220
	COMMENT: Report seemed a bit conclusory		
N	Training: For each investigator who would be assigned to the contract, if awarded, list any extensive trainings regarding employment law, labor law, and/or investigations the investigator has acquired to support the service.	30	30
	COMMENT: Her training includes trauma informed interviewing		
O	Education. For each investigator who would be assigned to the contract, if awarded, list any education regarding employment law, labor law, and/or investigations the investigator has acquired to support the service.	30	30
	COMMENT: Click here to enter text.		
P	Certifications. For each investigator who would be assigned to the contract, if awarded, list all relevant certifications pertaining to personnel investigations and the date of such certifications.	30	27
	COMMENT: Not AWI certified but completed AWI training		

Q	Indicate the number of investigations the private investigator(s) ran within the scope of this contract within a 2-year timeframe. Indicate which investigation and number of projects ran by the investigator(s). <ul style="list-style-type: none"> <li>• Discrimination (race, gender, national origin, religion, veteran status, disability, and age);</li> <li>• Sexual harassment or hostile work environment;</li> <li>• Employee misconduct;</li> <li>• Employee performance issues;</li> <li>• Just cause (i.e., grievance process pursuant to a collective bargaining agreement); and</li> <li>• Retaliation</li> </ul>	50	30
	COMMENT: Low on SH and Retaliation- not a large amount of investigations		
R	Indicate the number of investigations done for each individual working on this contract for the following: <ul style="list-style-type: none"> <li>• Public Sector Investigations</li> <li>• Private Sector Investigations</li> <li>• Investigations involving Represented employees</li> <li>• Investigations for the State of Washington</li> </ul>	100	60
	COMMENT: Heavy private sector		
S	Please address how staff turnover or significant leave of absences of investigator's assigned to this contract will be handled.	30	30
	COMMENT: N/A		

Section 6. BIDDER Non-Cost Submittal: Proposed Solution to Scenario (210 Points)		MAX SCORE: 210	SCORE
A	Work Plan. Please describe the standard Investigator work plan upon receipt of an investigation assignment.	125	100
	COMMENT: Somewhat different from our process but I am sure she would be flexible.		
	Time matrix. Indicate the general time frame for completion of investigations.	50	35
	COMMENT: Time may be lengthened if reports are more thorough as addressed above		
	Please describe the method of transmitting investigation attachments, exhibits, interview transcripts.	25	25
	COMMENT: I am sure we will be able to work on this		
	<p>Please provide information regarding when any investigator who would work on this contract has been called upon to testify as a result of an investigation they completed. Please include:</p> <ul style="list-style-type: none"> <li>• Number of times called to testify</li> <li>• Venue for testimony, i.e. grievance, Federal Court, State Court, etc.</li> <li>• The outcome of the litigation and the investigation's role in the outcome, i.e. did the investigation support the litigation outcome and how so.</li> </ul>	10	0
	COMMENT: Click here to enter text.		

**WRITTEN RESPONSE SCORING**  
**December 4 - 8, 2023**  
**RFQQ #2334-836**  
**Civil Rights Personnel Investigators**

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**Vendor Name: Blessing HR Law**

**Evaluator Number: WE2**

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 & 6 Non-Cost Submittal	1330 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 RFX #2334-836**

You will be evaluating one part of the bidder's submission: Section 5 and 6 - Non-Cost Submittal. If a question requires Bidders to submit additional documents, they will be included in an attached document.

<b>Section 5. BIDDER Non-Cost Submittal: Desired Experience and Qualifications (1120 Points)</b>		<b>MAX POINTS: 1120</b>	<b>SCORE</b>
I	Please describe the experiences, skills and qualifications your organization possesses that are relevant to an evaluation of your ability to perform the Contract that is the subject of this Solicitation. Please ensure that your answer to this question includes all information that you wish DSHS to consider in determining whether you meet the minimum Bidder qualifications set forth in the Solicitation Document. Please include any relevant experience that distinguishes your organization or makes it uniquely qualified for the Contract.	200	190
COMMENT:	25 yrs dealing with employment/HR – breadth of experience, includes workplace investigation roles.		
J	Please provide the names of the key team members you will assign to this Contract, if you are the Successful Bidder, and provide their proposed roles and copies of resumes describing the relevant experience they possess. Bidder should note that if awarded a contract, it may not reassign its key personnel from the Project without prior approval of DSHS.	200	185
COMMENT:	Very detailed resume, description of roles and experience		
K	Please describe your method for assuring that your services are provided in accordance with high quality standards and for immediately correcting any deficiencies? What data would you propose to report to DSHS which would permit verification of your quality assurance activity, findings and actions?	75	70
COMMENT:	Playbook developed. Detailed her process, timelines, data.		

L	Please describe the measures you employ to assure that your services are provided in a timely, cost effective manner that is consistent with quality outcomes and fair employment practices.		75	40
	COMMENT:	Answer is a bit offpoint – deals more with her productivity tools.		
M	Please provide one (1) recent sample report that was prepared and submitted for a personnel investigation (please redact the names of the individuals and employer). Sample will be evaluated on the bidders ability to effectively communicate with the customer using the following metrics: clarity in language, accessibility and readability.		300	200
	COMMENT:	Well written, very detailed discussion of the parties interviewed		
N	Training: For each investigator who would be assigned to the contract, if awarded, list any extensive trainings regarding employment law, labor law, and/or investigations the investigator has acquired to support the service.		30	30
	COMMENT:	Thorough answer with specific examples		
O	Education. For each investigator who would be assigned to the contract, if awarded, list any education regarding employment law, labor law, and/or investigations the investigator has acquired to support the service.		30	25
	COMMENT:	Law degree 2013		
P	Certifications. For each investigator who would be assigned to the contract, if awarded, list all relevant certifications pertaining to personnel investigations and the date of such certifications.		30	20
	COMMENT:	AWI, HR cert		

Q	Indicate the number of investigations the private investigator(s) ran within the scope of this contract within a 2-year timeframe. Indicate which investigation and number of projects ran by the investigator(s). <ul style="list-style-type: none"> <li>• Discrimination (race, gender, national origin, religion, veteran status, disability, and age);</li> <li>• Sexual harassment or hostile work environment;</li> <li>• Employee misconduct;</li> <li>• Employee performance issues;</li> <li>• Just cause (i.e., grievance process pursuant to a collective bargaining agreement); and</li> <li>• Retaliation</li> </ul>	50	30
	COMMENT: Not tons of cases, but top 2 bases covered (22)		
R	Indicate the number of investigations done for each individual working on this contract for the following: <ul style="list-style-type: none"> <li>• Public Sector Investigations</li> <li>• Private Sector Investigations</li> <li>• Investigations involving Represented employees</li> <li>• Investigations for the State of Washington</li> </ul>	100	65
	COMMENT: Mostly private sector		
S	Please address how staff turnover or significant leave of absences of investigator's assigned to this contract will be handled.	30	25
	COMMENT: Solo – cites notice/planning, and she addressed unforeseen issues too		

Section 6. BIDDER Non-Cost Submittal: Proposed Solution to Scenario (210 Points)			MAX SCORE: 210	SCORE
A	Work Plan. Please describe the standard Investigator work plan upon receipt of an investigation assignment.		125	125
	COMMENT:	Highly detailed responsive multi-part answer - excellent		
	Time matrix. Indicate the general time frame for completion of investigations.		50	40
	COMMENT:	60 days estimated, didn't distinguish a range for complexity		
	Please describe the method of transmitting investigation attachments, exhibits, interview transcripts.		25	20
	COMMENT:	Box, sharepoint or similar cloud based, encrypted email option for client (us) preferences		
	Please provide information regarding when any investigator who would work on this contract has been called upon to testify as a result of an investigation they completed. Please include: <ul style="list-style-type: none"> <li>• Number of times called to testify</li> <li>• Venue for testimony, i.e. grievance, Federal Court, State Court, etc.</li> <li>• The outcome of the litigation and the investigation's role in the outcome, i.e. did the investigation support the litigation outcome and how so.</li> </ul>		10	0
	COMMENT:	none		

??She added on a Q re trauma informed interviews – we have no metric for this

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**Civil Rights Personnel Investigators**

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**Vendor Name: Blessing HR Law**

**Evaluator Number: WE3**

General Guidelines:

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Scoring of Proposals

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

Section 5 & 6 Non-Cost Submittal	1330 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.

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<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.
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0%	No Experience	Response shows no experience in this skill or capability.

**Evaluator Scoresheet for RFX #2334-836**

You will be evaluating one part of the bidder's submission: Section 5 and 6 - Non-Cost Submittal. If a question requires Bidders to submit additional documents, they will be included in an attached document.

<b>Section 5. BIDDER Non-Cost Submittal: Desired Experience and Qualifications (1120 Points)</b>		<b>MAX POINTS: 1120</b>	<b>SCORE</b>
I	Please describe the experiences, skills and qualifications your organization possesses that are relevant to an evaluation of your ability to perform the Contract that is the subject of this Solicitation. Please ensure that your answer to this question includes all information that you wish DSHS to consider in determining whether you meet the minimum Bidder qualifications set forth in the Solicitation Document. Please include any relevant experience that distinguishes your organization or makes it uniquely qualified for the Contract.	200	190
COMMENT:	Answer is thorough, responsive, contains relevant experience		
J	Please provide the names of the key team members you will assign to this Contract, if you are the Successful Bidder, and provide their proposed roles and copies of resumes describing the relevant experience they possess. Bidder should note that if awarded a contract, it may not reassign its key personnel from the Project without prior approval of DSHS.	200	180
COMMENT:	Resume is descriptive, contains relevant experience		
K	Please describe your method for assuring that your services are provided in accordance with high quality standards and for immediately correcting any deficiencies? What data would you propose to report to DSHS which would permit verification of your quality assurance activity, findings and actions?	75	65
COMMENT:	Answer is thorough and responsive.		

L	Please describe the measures you employ to assure that your services are provided in a timely, cost effective manner that is consistent with quality outcomes and fair employment practices.	75	60
	COMMENT: Click here to enter text.		
M	Please provide one (1) recent sample report that was prepared and submitted for a personnel investigation (please redact the names of the individuals and employer). Sample will be evaluated on the bidders ability to effectively communicate with the customer using the following metrics: clarity in language, accessibility and readability.	300	260
	COMMENT: Report sample is relevant, clear.		
N	Training: For each investigator who would be assigned to the contract, if awarded, list any extensive trainings regarding employment law, labor law, and/or investigations the investigator has acquired to support the service.	30	27
	COMMENT: Answer lists many relevant and useful trainings and certifications.		
O	Education. For each investigator who would be assigned to the contract, if awarded, list any education regarding employment law, labor law, and/or investigations the investigator has acquired to support the service.	30	27
	COMMENT: Answer lists relevant education		
P	Certifications. For each investigator who would be assigned to the contract, if awarded, list all relevant certifications pertaining to personnel investigations and the date of such certifications.	30	25
	COMMENT: Lists relevant certifications		



Q	Indicate the number of investigations the private investigator(s) ran within the scope of this contract within a 2-year timeframe. Indicate which investigation and number of projects ran by the investigator(s). <ul style="list-style-type: none"> <li>• Discrimination (race, gender, national origin, religion, veteran status, disability, and age);</li> <li>• Sexual harassment or hostile work environment;</li> <li>• Employee misconduct;</li> <li>• Employee performance issues;</li> <li>• Just cause (i.e., grievance process pursuant to a collective bargaining agreement); and</li> <li>• Retaliation</li> </ul>	50	40
	COMMENT: Above average experience		
R	Indicate the number of investigations done for each individual working on this contract for the following: <ul style="list-style-type: none"> <li>• Public Sector Investigations</li> <li>• Private Sector Investigations</li> <li>• Investigations involving Represented employees</li> <li>• Investigations for the State of Washington</li> </ul>	100	70
	COMMENT: Answer is responsive and shows relevant experience		
S	Please address how staff turnover or significant leave of absences of investigator's assigned to this contract will be handled.	30	25
	COMMENT: Response is clear.		

Section 6. BIDDER Non-Cost Submittal: Proposed Solution to Scenario (210 Points)			MAX SCORE: 210	SCORE
A	Work Plan. Please describe the standard Investigator work plan upon receipt of an investigation assignment.		125	115
	COMMENT:	Work plan is organized, relevant, and clear.		
	Time matrix. Indicate the general time frame for completion of investigations.		50	40
	COMMENT:	Click here to enter text.		
	Please describe the method of transmitting investigation attachments, exhibits, interview transcripts.		25	22
	COMMENT:	Response is clear, shows flexibility.		
	Please provide information regarding when any investigator who would work on this contract has been called upon to testify as a result of an investigation they completed. Please include: <ul style="list-style-type: none"> <li>• Number of times called to testify</li> <li>• Venue for testimony, i.e. grievance, Federal Court, State Court, etc.</li> <li>• The outcome of the litigation and the investigation's role in the outcome, i.e. did the investigation support the litigation outcome and how so.</li> </ul>		10	5
COMMENT:	Answer is responsive and average.			

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**Vendor Name: Blessing HR Law**

**Evaluator Number: WE4**

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<b>Score</b>	<b>Description</b>	<b>Discussion</b>
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I	Please describe the experiences, skills and qualifications your organization possesses that are relevant to an evaluation of your ability to perform the Contract that is the subject of this Solicitation. Please ensure that your answer to this question includes all information that you wish DSHS to consider in determining whether you meet the minimum Bidder qualifications set forth in the Solicitation Document. Please include any relevant experience that distinguishes your organization or makes it uniquely qualified for the Contract.	200	200
	COMMENT: Full points were provided as the response described experiences, skills and qualifications.		
J	Please provide the names of the key team members you will assign to this Contract, if you are the Successful Bidder, and provide their proposed roles and copies of resumes describing the relevant experience they possess. Bidder should note that if awarded a contract, it may not reassign its key personnel from the Project without prior approval of DSHS.	200	200
	COMMENT: Full points were provided as the response provided the names of the key team member.		
K	Please describe your method for assuring that your services are provided in accordance with high quality standards and for immediately correcting any deficiencies? What data would you propose to report to DSHS which would permit verification of your quality assurance activity, findings and actions?	75	50
	COMMENT: Partial points were given as this was not a full response (e.g., no data provided)		

L	Please describe the measures you employ to assure that your services are provided in a timely, cost effective manner that is consistent with quality outcomes and fair employment practices.	75	50
	COMMENT: Partial points were given as no, specific, measures were provided.		
M	Please provide one (1) recent sample report that was prepared and submitted for a personnel investigation (please redact the names of the individuals and employer). Sample will be evaluated on the bidders ability to effectively communicate with the customer using the following metrics: clarity in language, accessibility and readability.	300	250
	COMMENT: The sample report was written, at times, in first person; didn't distinguish between the witness statements—e.g., "the witnesses"		
N	Training: For each investigator who would be assigned to the contract, if awarded, list any extensive trainings regarding employment law, labor law, and/or investigations the investigator has acquired to support the service.	30	30
	COMMENT: Full points provided for training noted.		
O	Education. For each investigator who would be assigned to the contract, if awarded, list any education regarding employment law, labor law, and/or investigations the investigator has acquired to support the service.	30	30
	COMMENT: Full points granted; however, no investigations training noted.		
P	Certifications. For each investigator who would be assigned to the contract, if awarded, list all relevant certifications pertaining to personnel investigations and the date of such certifications.	30	0
	COMMENT: The certification noted (e.g., Senior Professional in Human Resource Certification) does not specifically pertain to personnel investigations.		

Q	<p>Indicate the number of investigations the private investigator(s) ran within the scope of this contract within a 2-year timeframe. Indicate which investigation and number of projects ran by the investigator(s).</p> <ul style="list-style-type: none"> <li>• Discrimination (race, gender, national origin, religion, veteran status, disability, and age);</li> <li>• Sexual harassment or hostile work environment;</li> <li>• Employee misconduct;</li> <li>• Employee performance issues;</li> <li>• Just cause (i.e., grievance process pursuant to a collective bargaining agreement); and</li> <li>• Retaliation</li> </ul> <p>COMMENT: The investigations were overwhelmingly discrimination—with only two being sexual harassment or hostile work environment and zero noted for the remainder.</p>	50	40
R	<p>Indicate the number of investigations done for each individual working on this contract for the following:</p> <ul style="list-style-type: none"> <li>• Public Sector Investigations</li> <li>• Private Sector Investigations</li> <li>• Investigations involving Represented employees</li> <li>• Investigations for the State of Washington</li> </ul> <p>COMMENT: Full points noted.</p>	100	100
S	<p>Please address how staff turnover or significant leave of absences of investigator's assigned to this contract will be handled.</p> <p>COMMENT: Full points noted.</p>	30	30

Section 6. BIDDER Non-Cost Submittal: Proposed Solution to Scenario (210 Points)			MAX SCORE: 210	SCORE
A	Work Plan. Please describe the standard Investigator work plan upon receipt of an investigation assignment.		125	125
	COMMENT:	Thorough standard work plan noted that included outreach/investigations; draft report; finalize the report; and communications.		
	Time matrix. Indicate the general time frame for completion of investigations.		50	50
	COMMENT:	Adequate response provided.		
	Please describe the method of transmitting investigation attachments, exhibits, interview transcripts.		25	25
	COMMENT:	Adequate response provided.		
	Please provide information regarding when any investigator who would work on this contract has been called upon to testify as a result of an investigation they completed. Please include: <ul style="list-style-type: none"> <li>• Number of times called to testify</li> <li>• Venue for testimony, i.e. grievance, Federal Court, State Court, etc.</li> <li>• The outcome of the litigation and the investigation's role in the outcome, i.e. did the investigation support the litigation outcome and how so.</li> </ul>		10	10
	COMMENT:	Basic response provided.		