ORAL INTERVIEW SCORING
April 10-12, 2024
RFP #2423-844
Residential Settings Locator

Vendor Name: Room and Care

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 a presentation to highlight the most effective features of bidder's residential settings locator and 45 minutes of questions by the evaluation panel.

The presentation from the candidate is worth 100 points. Panel Questions will be scored as follows: Presentation is worth 40 points. Interview questions #1-6 are each worth 10 points.

If you have questions, please direct them to Lauren Bragazzi, Solicitation Coordinator, phone 360-664-6047. All evaluations must be returned and reviewed by the Solicitation Coordinator at the end of the evaluation.

The Oral Evaluation Questions are:

For the oral presentations we would like to have a comprehensive demonstration of your application. (40pts)

What data are you currently tracking for the application? How can this be modified to meet ALTSAs needs? (10pts)

Are there limitations on the number of modifications ALTSA can request? (10pts)

In your view, what are the constraints or drawbacks of your solution? (10pts)

How frequently do you provide updates and how long is your application down? (10pts)

 If a bug or glitch is detected, what is your process and turn-around for resolution? (10pts)

We need a user-friendly application, if help is needed, what is your process to obtain help and timeframe to respond? (10pts)

Oral Evaluator General Notes:

_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____

Oral Evaluator Scoring:

Question 1. For the oral presentations we would like to have a comprehensive demonstration of your application.

Comments
Narrows the search down by the city and specialties (MH, Dementia). When searching a facility there is an option to call, text or message the provider directly.   Provider has the option to upload photos. Language, bed type, pet options and religion are listed as filters. Really like the "future date" option for potential openings. The walk through to open an account as provider appeared to be straightforward.
Providers can list different email/phone number for referrals vs. direct contact with the owner (point person). Providers can also list multiple business under the same profile.

Points Awarded ____40__ out of 40

Question 2. What data are you currently tracking for the application? How can this be modified to meet ALTSAs needs?

Comments
Data being tracked is to improve marketing and support for vendors. i.e. who created the account, last viewed, updated, how often the provider is getting viewed (saved). Used to provide feedback to providers who might not be listed as "least favorite". Room and care team makes contact with the provider (at no cost) to support/encourage them with adding more information to their description. Tracking room duplication and contacts with provider- monitoring for spam emails they might receive. Tracking amount of time each page is viewed and for how long. Room and Care will work with ALTSA to create tacking metrics that are needed for our purposes. No limit to how much data can be collected. Tracking providers who have not respond to referrals or their account. When creating an account the provider mush have one opening.

Points Awarded _____10__out of 10

Question 3. Are there limitations on the number of modifications ALTSA can request?

Comments
No limitation as long as it's within the scope of the RFP and contract Sect A.3. If the request is outside of the scope it will need to be a conversation. Provided a great example of what would be outside of the scope. Would like to like what/if any future modifications might be needed so they can be prepared. During the build/development/testing phase there will be no limitations.

Points Awarded _10_out of 10

Question 4. In your view, what are the constraints or drawbacks of your solution?

Comments
The site has what ALTSA is looking for. The barrier has been providers not updating their availability. As a solution the site will send out notifications to close out the account of the provider. Usually an email to alter them- asking them to respond if the room is still available.

Points Awarded ___7__out of 10

Question 5. How frequently do you provide updates and how long is your application down?

Comments
Updates are provided twice a week. No down time currently for updates or bug error. Small bugs are fixed quickly. Really liked the breakdown of priority for response time.

Points Awarded _10__out of 10

Question 6. If a bug or glitch is detected, what is your process and turn-around for resolution?

Comments
Bugs that impact usability are fixed within 30minutes to 2 hours. If needed it can be fixed within 24 hours. Things on the lower priority are fixed within 4-5 days. Shared a chart of priority for response.

Points Awarded ____10__out of 10

Question 7. We need a user-friendly application, if help is needed, what is your process to obtain help and timeframe to respond?

Comments
For immediate issues a phone call is the best, if we don't pick up respond withing 1-2hrs.
Emails can be used for non-urgent issues – response time is 48hours.

Points Awarded ___10__out of 10

ORAL INTERVIEW SCORING
April 10-12, 2024
RFP #2423-844
Residential Settings Locator

Vendor Name: Room & Care

Evaluator Number: 2

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 a presentation to highlight the most effective features of bidder's residential settings locator and 45 minutes of questions by the evaluation panel.

The presentation from the candidate is worth 100 points. Panel Questions will be scored as follows: Presentation is worth 40 points. Interview questions #1-6 are each worth 10 points.

If you have questions, please direct them to Lauren Bragazzi, Solicitation Coordinator, phone 360-664-6047. All evaluations must be returned and reviewed by the Solicitation Coordinator at the end of the evaluation.

The Oral Evaluation Questions are:

For the oral presentations we would like to have a comprehensive demonstration of your application. (40pts)

What data are you currently tracking for the application? How can this be modified to meet ALTSAs needs? (10pts)

Are there limitations on the number of modifications ALTSA can request? (10pts)

In your view, what are the constraints or drawbacks of your solution? (10pts)

How frequently do you provide updates and how long is your application down? (10pts)

 If a bug or glitch is detected, what is your process and turn-around for resolution? (10pts)

We need a user-friendly application, if help is needed, what is your process to obtain help and timeframe to respond? (10pts)

Oral Evaluator General Notes:

Overall good presentation and the power point information was very helpful. The product appeared user-friendly and intuitive. Especially liked the default write-ups on some of the specialty services, most of our provider population are ESL and it would present a hardship if they had to write up their own explanations._System is existing and providing the services already_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____

Oral Evaluator Scoring:

Question 1. For the oral presentations we would like to have a comprehensive demonstration of your application.

Comments _Provided ppt presentation -Demonstration was clear and visually simple, which would be a benefit to both providers and case managers. Appeared to have a good understanding of the needs from providers and case managers in supporting our clients_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____

Points Awarded _____40_____ out of 40

Question 2. What data are you currently tracking for the application? How can this be modified to meet ALTSAs needs?

Comments Tracking To improve UX for families seeking care. Improve the chances of vendors getting their rooms booked_____
_____
_____
_____
_____
_____.

Points Awarded _____10_____out of 10

Question 3. Are there limitations on the number of modifications ALTSA can request?

Comments: We need to identify ALTSAs top priorities and then work backwards to modify
platform_____
_____
_____
_____
_____
_____
_____
____.

Points Awarded _____10_____out of 10

Question 4. In your view, what are the constraints or drawbacks of your solution?

Comments
_____ End listing of non-responsive vendors

_____
_____
_____
_____
_____
_____.

Points Awarded _____8_____out of 10

Question 5. How frequently do you provide updates and how long is your application down?

Comments __ _____Updates deployed about 2x week and no down
time_____
_____
_____
_____
_____
_____.

Points Awarded ___10_____out of 10

Question 6. If a bug or glitch is detected, what is your process and turn-around for resolution?

Comments ___If bug or glitch effects pr prevents usability of a feature -usually 30mins – 2hrs depending on the bug and time of day_____
_____
_____
_____
_____
_____.

Points Awarded __8_____out of 10

Question 7. We need a user-friendly application, if help is needed, what is your process to obtain help and timeframe to respond?

Comments
__Phone call for urgent help. Response on the spot_____
_____
_____
_____
_____
_____
_.

Points Awarded ___10_____out of 10

Vendor Name: Room and Care

Evaluator Number: 3

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 a presentation to highlight the most effective features of bidder's residential settings locator and 45 minutes of questions by the evaluation panel.

The presentation from the candidate is worth 100 points. Panel Questions will be scored as follows: Presentation is worth 40 points. Interview questions #1-6 are each worth 10 points.

If you have questions, please direct them to Lauren Bragazzi, Solicitation Coordinator, phone 360-664-6047. All evaluations must be returned and reviewed by the Solicitation Coordinator at the end of the evaluation.

The Oral Evaluation Questions are:

For the oral presentations we would like to have a comprehensive demonstration of your application. (40pts)

What data are you currently tracking for the application? How can this be modified to meet ALTSAs needs? (10pts)

Are there limitations on the number of modifications ALTSA can request? (10pts)

In your view, what are the constraints or drawbacks of your solution? (10pts)

How frequently do you provide updates and how long is your application down? (10pts)

 If a bug or glitch is detected, what is your process and turn-around for resolution? (10pts)

We need a user-friendly application, if help is needed, what is your process to obtain help and timeframe to respond? (10pts)

Oral Evaluator General Notes:

_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____

Oral Evaluator Scoring:

Question 1. For the oral presentations we would like to have a comprehensive demonstration of your application.

Comments- System is already built for purpose.   Also checked their site with mobile. It looks very user-friendly

_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____

Points Awarded _____40_____ out of 40

Question 2. What data are you currently tracking for the application? How can this be modified to meet ALTSAs needs?

Comments – Presentation was clear

_____
_____
_____
_____
_____
_____-.

Points Awarded ___9_____out of 10

Question 3. Are there limitations on the number of modifications ALTSA can request?

Comments Good job at setting the boundaries.

_____
_____
_____
_____
_____
_____
_____.

Points Awarded _____9_____out of 10

Question 4. In your view, what are the constraints or drawbacks of your solution?

Comments- Good presentation. End listing of non-responding vendors- time limit. First come first served. No response-no listing. Might need to give them a bit of a limit there to 2- not 1.

_____
_____
_____
_____
_____
_____.

Points Awarded _____9 _____out of 10

<mark>**Question 5.** How frequently do you provide updates and how long is your application down?</mark>

Comments – Dev/Test/Prod rollout no downtime-

_____
_____
_____
_____
_____
_____.

Points Awarded _____10_____out of 10

Question 6. If a bug or glitch is detected, what is your process and turn-around for resolution?

Comments Good list of turnaound times on bugs and glitches

_____
_____
_____
_____
_____
_____.

Points Awarded __10_____out of 10

Question 7. We need a user-friendly application, if help is needed, what is your process to obtain help and timeframe to respond?

Comments 1-2 hour to text non urgent 48 hours urgent calls are taken ASAP.

_____
_____
_____
_____
_____
_____.

Points Awarded _____10_____out of 10

Vendor Name: Room and Care

Evaluator Number: 4

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 a presentation to highlight the most effective features of bidder's residential settings locator and 45 minutes of questions by the evaluation panel.

The presentation from the candidate is worth 100 points. Panel Questions will be scored as follows: Presentation is worth 40 points. Interview questions #1-6 are each worth 10 points.

If you have questions, please direct them to Lauren Bragazzi, Solicitation Coordinator, phone 360-664-6047. All evaluations must be returned and reviewed by the Solicitation Coordinator at the end of the evaluation.

The Oral Evaluation Questions are:

For the oral presentations we would like to have a comprehensive demonstration of your application. (40pts)

What data are you currently tracking for the application? How can this be modified to meet ALTSAs needs? (10pts)

Are there limitations on the number of modifications ALTSA can request? (10pts)

In your view, what are the constraints or drawbacks of your solution? (10pts)

How frequently do you provide updates and how long is your application down? (10pts)

 If a bug or glitch is detected, what is your process and turn-around for resolution? (10pts)

We need a user-friendly application, if help is needed, what is your process to obtain help and timeframe to respond? (10pts)

Oral Evaluator General Notes:

_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____

Oral Evaluator Scoring:

Question 1. For the oral presentations we would like to have a comprehensive demonstration of your application.

Comments

Points Awarded 36 out of 40

Question 2. What data are you currently tracking for the application? How can this be modified to meet ALTSAs needs?

Comments

Points Awarded 8 out of 10

Question 3. Are there limitations on the number of modifications ALTSA can request?

Comments

Points Awarded 8 out of 10

Question 4. In your view, what are the constraints or drawbacks of your solution?

Comments

Points Awarded 8 out of 10

Question 5. How frequently do you provide updates and how long is your application down?

Comments

Points Awarded 8 out of 10

Question 6. If a bug or glitch is detected, what is your process and turn-around for resolution?

Comments

Points Awarded 8 out of 10

Question 7. We need a user-friendly application, if help is needed, what is your process to obtain help and timeframe to respond?

Comments

Points Awarded 8 out of 10

ORAL INTERVIEW SCORING
April 10-12, 2024
RFP #2423-844
Residential Settings Locator
_____

Vendor Name: Room and Care

Evaluator Number: WE5

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 a presentation to highlight the most effective features of bidder's residential settings locator and 45 minutes of questions by the evaluation panel.

The presentation from the candidate is worth 100 points. Panel Questions will be scored as follows: Presentation is worth 40 points. Interview questions #1-6 are each worth 10 points.

If you have questions, please direct them to Lauren Bragazzi, Solicitation Coordinator, phone 360-664-6047. All evaluations must be returned and reviewed by the Solicitation Coordinator at the end of the evaluation.

The Oral Evaluation Questions are:

For the oral presentations we would like to have a comprehensive demonstration of your application. (40pts)

What data are you currently tracking for the application? How can this be modified to meet ALTSAs needs? (10pts)

Are there limitations on the number of modifications ALTSA can request? (10pts)

In your view, what are the constraints or drawbacks of your solution? (10pts)

How frequently do you provide updates and how long is your application down? (10pts)

 If a bug or glitch is detected, what is your process and turn-around for resolution? (10pts)

We need a user-friendly application, if help is needed, what is your process to obtain help and timeframe to respond? (10pts)

Oral Evaluator General Notes:

_____Things bidder noted: to improve uses, vendors get to look, sales and marketing, track to know what accounts are verified, rank on google there is a video explanation, seems simples/straightforward. Wondering about ESL options? Would there be spenddown options?_____

Oral Evaluator Scoring:

Question 1. For the oral presentations we would like to have a comprehensive demonstration of your application.

Comments
_____Gave basic overview, could have gone into detail.__Was not fully prepared – stated he should have had someone with him.

_____

Points Awarded ___30_____ out of 40

Question 2. What data are you currently tracking for the application? How can this be modified to meet ALTSAs needs?

Comments _____Gave information on: administrative notes, Residential account, Vendor listing, tracking spam accounts, Identifying ALTSA needs and go from there – but did not give a clear answer. Stated instead that he was giving suggestions based on assumptions. One suggestion was a Leaderboard, which that kind of competitive culture is not one we foster.

_____
_____

Points Awarded ____6_____out of 10

Question 3. Are there limitations on the number of modifications ALTSA can request?

Comments _____Based on what presenter said, the tool does not seem very modifiable, which is concerning. The CARE assessment tool changes frequently. If it changes – can this bidder adapt? As government, things change all the time, nothing stays the same, we are about meeting client need, and those needs change, so our tools change. Not sure they can meet this need._____

_____

_____

_____

_____

_____

_____.

Points Awarded _____4_____out of 10

Question 4. In your view, what are the constraints or drawbacks of your solution?

Comments
___Bidder stated that his tool would have "the least amount of drawback of any other solution" but did not give any examples or information on what those drawbacks would be. I would prefer an honest clear acknowledgement of potential drawbacks. Instead of answering, bidder talked about a current challenge we face of getting AFH's to be responsive, and his answer was to give consequences to them. We are trying to build relationships with the AFH's, and negative consequences would seem to create more barriers than resolve. AFH's are most often full. They tend to hold the cards in this relationship and we should look at ways to build and foster that relationship._____

_____

_____

Points Awarded _____3_____out of 10

Question 5. How frequently do you provide updates and how long is your application down?

Comments ___Bidder really glossed over this answer. States Bugs would be resolved in 30 minutes to 2 hours, and at other times 4-5 days._____

_____

_

Points Awarded _____6_____out of 10

Question 6. If a bug or glitch is detected, what is your process and turn-around for resolution?

Comments _____Full points here since he just reviewed this in the previous question._____

_____

Points Awarded _____10_____out of 10

Question 7. We need a user-friendly application, if help is needed, what is your process to obtain help and timeframe to respond?

Comments _____Bidder gave response of: on the spot telephone answer, 1-2 hour reply via text, Email 48 hours._____

_____

_____

Points Awarded _____10_____out of 10