

## WRITTEN RESPONSE SCORING

March 11, 2024

RFP #2423-844

Residential Settings Locator

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**Vendor Name: Room and Care**

**Evaluator Number: 1**

### 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 Desired Experience and Qualifications                      170 points

Section 6 Bidders' Proposed Pricing                                      20 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.

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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 RFX #2423-844				
You will be evaluating one part of the bidder's submission: Section 5. Desired Experience and Qualifications & Section. 6. Bidder's Proposed Pricing. If a question requires Bidders to submit additional documents, they will be included in an attached document.				
5.	<b>DESIRED EXPERIENCE AND QUALIFICATIONS</b>			<b>170 MAX POINTS</b>
	I	Please describe in detail, the bidder's knowledge, of Medicaid long-term care services in Washington State. Please describe in detail, your experience working with Medicaid contracted Adult Family Homes and Assisted Living Facilities.		
		COMMENT: Good info about experience in different capacities with AFHs and ALs	10	10
	K	Describe in detail, the bidder's current process of obtaining Medicaid contracted vendor profiles. (i.e. licensor status, specialties, location)		
		COMMENT: Talk about following HIPPA but didn't detail your plan to do that.	10	9
	L	Please describe in detail, your comprehension of the Health Insurance Privacy and Accountability Act (HIPAA) and its relation to Medicaid long long-term care in Washington State. How will your organization implement HIPAA to ensure compliance and protection of clients' information.		
		COMMENT: Talk about following HIPPA but didn't detail your plan to do that.	10	5
	M	Describe how you will provide a cloud-based online application that is fully compliant with the Health Insurance Portability and Accountability Act (HIPAA), specifically designed for ALTSA case managers to match Medicaid providers for clients ready for transition. Please note that the Contractor shall also be responsible for maintaining an up-to-date database of Medicaid vendors.	20	13

	COMMENT:	No information concerning cloud based application and how that would follow HIPPA		
N	Describe how you will coordinate with Medicaid vendors to ensure accuracy in their ability to meet client needs and vacancies. Describe how the vendor will have access to review attached documents which identifies clients' needs (i.e. Assessment Details and Service Summary).		20	18
	COMMENT:			
O	Describe your communication policy related to provider engagement and support. Additionally, outline your strategy for engagement with providers to guarantee an adequate pool of providers for selection.		20	16
	COMMENT:	Did not identify support only engagement with providers. Addressing continued supporting instead of just onboarding for the site		
P	The Contractor shall be responsible for providing comprehensive training, technical support, and other related services to ensure proper use and support of the software by ALTSA case managers, including immediate notifications for any expected or unexpected outages or technical issues. Additionally, the Contractor shall coordinate initial and as-needed trainings with ALTSA and shall provide advance notice of any changes to the software that may require additional trainings. Please describe how you will accomplish this.		20	15
	COMMENT:	Lack of information regarding training for ALTSA and providers		
Q	Describe how your software can be modified to meet ALTSA's business needs. Modifications to include client demographics, programs, and specialties. Is your tool able to accommodate future modifications based on ALTSA's growth of programs.		10	8

		COMMENT: Click here to enter text.		
	R	Describe how you will differentiate user security access levels and permissions including Case Manager, Supervisor, and Administrator, to ensure proper permissions and data security.	10	6
		COMMENT: Click here to enter text.		
	S	The Contractor shall be solely responsible for maintaining the security of their Account, including all passwords, and for all uses of Account with or without ALTSA's consent. Additionally, they must also follow OCIO authentication requirements for their accounts. Note – the vendor will need to support Entra/SSO and SAW. Describe how you will accomplish this.	10	8
		COMMENT: Click here to enter text.		
	T	The Contractor shall be responsible for accurately tracking and reporting data related to all new referrals entered by ALTSA case managers, transitions, withdrawals, length of time for transition, and referrals still open, as required by ALTSA. Describe how you will accomplish this.	10	8
		COMMENT: Click here to enter text.		

	U	<p>The Contractor shall maintain strict confidentiality of all client information and shall not disclose any client data to any third party without proper authorization in compliance with HIPAA regulations. The selected vendor must pass the State Office of Cybersecurity's design review process. There are Cloud SaaS requirements that go beyond the standard security questions, as set forth below.</p> <ol style="list-style-type: none"> <li>1. A Web Application Firewall must be in place,</li> <li>2. DSHS staff must use Entra/SSO synchronized with our AAD for authenticating to their application.</li> <li>3. External parties and our clients must use SAW for authentication.</li> <li>4. Data segregation- keeping our data separate from other customer's data is a requirement.</li> <li>5. Encryption of data in-transit and at-rest using FIPS standards is a requirement.</li> </ol> <p>Selected vendor must agree to sign a BAA.</p> <p>Describe how you will accomplish this, be specific.</p>	20	17
		<p>COMMENT: <a href="#">Click here to enter text.</a></p>		

6	<b>BIDDER'S PROPOSED PRICING (QUOTATION OR COST RESPONSE)</b>	<b>MAXIMUM TOTAL POINTS: 20</b>	<b>SCORE</b>
A	Please identify all allocated costs, together with the total charges Bidder is willing to accept in consideration of the full performance of the Contract.	20	
	ANSWER: TOTAL MAXIMUM BID AMOUNT:		
	FOR ALLOCATED COST DETAIL, ATTACH A SEPARATE SPREADSHEET OR DESCRIBE DETAILS BELOW		
COMMENT:	<a href="#">Click here to enter text.</a>		

## WRITTEN RESPONSE SCORING

March 11, 2024

RFP #2423-844

Residential Settings Locator

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**Vendor Name: Room & Care LLC**

**Evaluator Number: WE2/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.
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### Scoring of Proposals

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

Section 5 Desired Experience and Qualifications                      170 points

Section 6 Bidders' Proposed Pricing                                      20 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.

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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.
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**Evaluator Scoresheet for RFX #2423-844**

You will be evaluating one part of the bidder's submission: Section 5. Desired Experience and Qualifications & Section. 6. Bidder's Proposed Pricing. If a question requires Bidders to submit additional documents, they will be included in an attached document.

5. <b>DESIRED EXPERIENCE AND QUALIFICATIONS</b>		<b>170 MAX POINTS</b>	<b>SCORE</b>
I	Please describe in detail, the bidder's knowledge, of Medicaid long-term care services in Washington State. Please describe in detail, your experience working with Medicaid contracted Adult Family Homes and Assisted Living Facilities.	10	10
	COMMENT: Click here to enter text.		
K	Describe in detail, the bidder's current process of obtaining Medicaid contracted vendor profiles. (i.e. licensor status, specialties, location)	10	10
	COMMENT: Click here to enter text.		
L	Please describe in detail, your comprehension of the Health Insurance Privacy and Accountability Act (HIPAA) and its relation to Medicaid long long-term care in Washington State. How will your organization implement HIPAA to ensure compliance and protection of clients' information.	10	8
	COMMENT: Click here to enter text.		
M	Describe how you will provide a cloud-based online application that is fully compliant with the Health Insurance Portability and Accountability Act (HIPAA), specifically designed for ALTSA case managers to match Medicaid providers for clients ready for transition. Please note that the Contractor shall also be responsible for maintaining an up-to-date database of Medicaid vendors.	20	18

	COMMENT:	Click here to enter text.		
N	Describe how you will coordinate with Medicaid vendors to ensure accuracy in their ability to meet client needs and vacancies. Describe how the vendor will have access to review attached documents which identifies clients' needs (i.e. Assessment Details and Service Summary).		20	15
	COMMENT:	Click here to enter text.		
O	Describe your communication policy related to provider engagement and support. Additionally, outline your strategy for engagement with providers to guarantee an adequate pool of providers for selection.		20	18
	COMMENT:	Click here to enter text.		
P	The Contractor shall be responsible for providing comprehensive training, technical support, and other related services to ensure proper use and support of the software by ALTSA case managers, including immediate notifications for any expected or unexpected outages or technical issues. Additionally, the Contractor shall coordinate initial and as-needed trainings with ALTSA and shall provide advance notice of any changes to the software that may require additional trainings. Please describe how you will accomplish this.		20	18
	COMMENT:	Click here to enter text.		
Q	Describe how your software can be modified to meet ALTSA's business needs. Modifications to include client demographics, programs, and specialties. Is your tool able to accommodate future modifications based on ALTSA's growth of programs.		10	8

		COMMENT: Click here to enter text.		
	R	Describe how you will differentiate user security access levels and permissions including Case Manager, Supervisor, and Administrator, to ensure proper permissions and data security.	10	8
		COMMENT: Click here to enter text.		
	S	The Contractor shall be solely responsible for maintaining the security of their Account, including all passwords, and for all uses of Account with or without ALTSA's consent. Additionally, they must also follow OCIO authentication requirements for their accounts. Note – the vendor will need to support Entra/SSO and SAW. Describe how you will accomplish this.	10	10
		COMMENT: Click here to enter text.		
	T	The Contractor shall be responsible for accurately tracking and reporting data related to all new referrals entered by ALTSA case managers, transitions, withdrawals, length of time for transition, and referrals still open, as required by ALTSA. Describe how you will accomplish this.	10	8
		COMMENT: Click here to enter text.		

	U	<p>The Contractor shall maintain strict confidentiality of all client information and shall not disclose any client data to any third party without proper authorization in compliance with HIPAA regulations. The selected vendor must pass the State Office of Cybersecurity's design review process. There are Cloud SaaS requirements that go beyond the standard security questions, as set forth below.</p> <ol style="list-style-type: none"> <li>1. A Web Application Firewall must be in place,</li> <li>2. DSHS staff must use Entra/SSO synchronized with our AAD for authenticating to their application.</li> <li>3. External parties and our clients must use SAW for authentication.</li> <li>4. Data segregation- keeping our data separate from other customer's data is a requirement.</li> <li>5. Encryption of data in-transit and at-rest using FIPS standards is a requirement.</li> </ol> <p>Selected vendor must agree to sign a BAA.</p> <p>Describe how you will accomplish this, be specific.</p>		
		<p>COMMENT: <a href="#">Click here to enter text.</a></p>		

6	BIDDER'S PROPOSED PRICING (QUOTATION OR COST RESPONSE)	MAXIMUM TOTAL POINTS: 20	SCORE
A	Please identify all allocated costs, together with the total charges Bidder is willing to accept in consideration of the full performance of the Contract.	20	15
	ANSWER: TOTAL MAXIMUM BID AMOUNT:  FOR ALLOCATED COST DETAIL, ATTACH A SEPARATE SPREADSHEET OR DESCRIBE DETAILS BELOW		
COMMENT:	<a href="#">Click here to enter text.</a>		

## WRITTEN RESPONSE SCORING

March 11, 2024

RFP #2423-844

Residential Settings Locator

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**Vendor Name: Room and Care LLC**

**Evaluator Number: WE3/OE3**

### 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 Desired Experience and Qualifications                      170 points

Section 6 Bidders' Proposed Pricing                                      20 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.

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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 RFX #2423-844**

You will be evaluating one part of the bidder's submission: Section 5. Desired Experience and Qualifications & Section. 6. Bidder's Proposed Pricing. If a question requires Bidders to submit additional documents, they will be included in an attached document.

<b>5. DESIRED EXPERIENCE AND QUALIFICATIONS</b>			<b>170 MAX POINTS</b>	<b>SCORE</b>
I	Please describe in detail, the bidder's knowledge, of Medicaid long-term care services in Washington State. Please describe in detail, your experience working with Medicaid contracted Adult Family Homes and Assisted Living Facilities.		10	6
	COMMENT:	Bidder does not go into detail of his knowledge of what Medicaid LTC services.		
K	Describe in detail, the bidder's current process of obtaining Medicaid contracted vendor profiles. (i.e. licensor status, specialties, location)		10	10
	COMMENT:	I like how bidder states that the names comes straight from the DSHS website and AFH owners cannot change name/address for them to do so, they must go through DSHS.		
L	Please describe in detail, your comprehension of the Health Insurance Privacy and Accountability Act (HIPAA) and its relation to Medicaid long long-term care in Washington State. How will your organization implement HIPAA to ensure compliance and protection of clients' information.		10	6
	COMMENT:	Bidder does not describe in detail his comprehension of HIPPA and its relation to Medicaid. He only goes into detail of how his organization will implement.		
M	Describe how you will provide a cloud-based online application that is fully compliant with the Health Insurance Portability and Accountability Act (HIPAA), specifically designed for ALTSA case managers to match Medicaid providers for clients ready for transition. Please note that the Contractor shall also be responsible for maintaining an up-to-date database of Medicaid vendors.		20	18

		COMMENT: Click here to enter text.		
	N	Describe how you will coordinate with Medicaid vendors to ensure accuracy in their ability to meet client needs and vacancies. Describe how the vendor will have access to review attached documents which identifies clients' needs (i.e. Assessment Details and Service Summary).	20	18
		COMMENT: Having client input from their care assessment?		
	O	Describe your communication policy related to provider engagement and support. Additionally, outline your strategy for engagement with providers to guarantee an adequate pool of providers for selection.	20	20
		COMMENT: Click here to enter text.		
	P	The Contractor shall be responsible for providing comprehensive training, technical support, and other related services to ensure proper use and support of the software by ALTSA case managers, including immediate notifications for any expected or unexpected outages or technical issues. Additionally, the Contractor shall coordinate initial and as-needed trainings with ALTSA and shall provide advance notice of any changes to the software that may require additional trainings. Please describe how you will accomplish this.	20	16
		COMMENT: No formal training other than How to guide?		
	Q	Describe how your software can be modified to meet ALTSA's business needs. Modifications to include client demographics, programs, and specialties. Is your tool able to accommodate future modifications based on ALTSA's growth of programs.	10	10



		COMMENT: Click here to enter text.		
	R	Describe how you will differentiate user security access levels and permissions including Case Manager, Supervisor, and Administrator, to ensure proper permissions and data security.		
		COMMENT: Click here to enter text.	10	10
	S	The Contractor shall be solely responsible for maintaining the security of their Account, including all passwords, and for all uses of Account with or without ALTSA's consent. Additionally, they must also follow OCIO authentication requirements for their accounts. Note – the vendor will need to support Entra/SSO and SAW. Describe how you will accomplish this.		
		COMMENT: Click here to enter text.	10	10
	T	The Contractor shall be responsible for accurately tracking and reporting data related to all new referrals entered by ALTSA case managers, transitions, withdrawals, length of time for transition, and referrals still open, as required by ALTSA. Describe how you will accomplish this.		
		COMMENT: Would have like bidder to go into a little more detail on this.	10	8

	U	<p>The Contractor shall maintain strict confidentiality of all client information and shall not disclose any client data to any third party without proper authorization in compliance with HIPAA regulations. The selected vendor must pass the State Office of Cybersecurity's design review process. There are Cloud SaaS requirements that go beyond the standard security questions, as set forth below.</p> <ol style="list-style-type: none"> <li>1. A Web Application Firewall must be in place,</li> <li>2. DSHS staff must use Entra/SSO synchronized with our AAD for authenticating to their application.</li> <li>3. External parties and our clients must use SAW for authentication.</li> <li>4. Data segregation- keeping our data separate from other customer's data is a requirement.</li> <li>5. Encryption of data in-transit and at-rest using FIPS standards is a requirement.</li> </ol> <p>Selected vendor must agree to sign a BAA.</p> <p>Describe how you will accomplish this, be specific.</p>	20	20
		<p>COMMENT: <a href="#">Click here to enter text.</a></p>		

6	BIDDER'S PROPOSED PRICING (QUOTATION OR COST RESPONSE)	MAXIMUM TOTAL POINTS: 20	SCORE
A	Please identify all allocated costs, together with the total charges Bidder is willing to accept in consideration of the full performance of the Contract.	20	16
	ANSWER: TOTAL MAXIMUM BID AMOUNT:  FOR ALLOCATED COST DETAIL, ATTACH A SEPARATE SPREADSHEET OR DESCRIBE DETAILS BELOW		
COMMENT:	Would've been nice if bidder could breakdown the cost per year and to include price increase.		

## WRITTEN RESPONSE SCORING

March 11, 2024

RFP #2423-844

Residential Settings Locator

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Vendor Name: Room **Room and Care**

Evaluator Number: : WE4/OE4

### General Guidelines:

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### Scoring of Proposals

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

Section 5 Desired Experience and Qualifications                      170 points

Section 6 Bidders' Proposed Pricing    20 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.

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

**Evaluator Scoresheet for RFX #2423-844**

You will be evaluating one part of the bidder's submission: Section 5. Desired Experience and Qualifications & Section. 6. Bidder's Proposed Pricing. If a question requires Bidders to submit additional documents, they will be included in an attached document.

5. DESIRED EXPERIENCE AND QUALIFICATIONS		170 MAX POINTS	SCORE
I	Please describe in detail, the bidder's knowledge, of Medicaid long-term care services in Washington State. Please describe in detail, your experience working with Medicaid contracted Adult Family Homes and Assisted Living Facilities.	10	9
	COMMENT: Click here to enter text.		
K	Describe in detail, the bidder's current process of obtaining Medicaid contracted vendor profiles. (i.e. licensor status, specialties, location)	10	9
	COMMENT: Won't this contract be replacing one of the locator services?		
L	Please describe in detail, your comprehension of the Health Insurance Privacy and Accountability Act (HIPAA) and its relation to Medicaid long long-term care in Washington State. How will your organization implement HIPAA to ensure compliance and protection of clients' information.	10	8
	COMMENT: Good answer but not as in-depth as it could be.		
M	Describe how you will provide a cloud-based online application that is fully compliant with the Health Insurance Portability and Accountability Act (HIPAA), specifically designed for ALTSA case managers to match Medicaid providers for clients ready for transition. Please note that the Contractor shall also be responsible for maintaining an up-to-date database of Medicaid vendors.	20	16

	COMMENT:	Doesn't specifically discuss the cloud architecture		
N	Describe how you will coordinate with Medicaid vendors to ensure accuracy in their ability to meet client needs and vacancies. Describe how the vendor will have access to review attached documents which identifies clients' needs (i.e. Assessment Details and Service Summary).		20	19
	COMMENT:	Click here to enter text.		
O	Describe your communication policy related to provider engagement and support. Additionally, outline your strategy for engagement with providers to guarantee an adequate pool of providers for selection.		20	19
	COMMENT:	Click here to enter text.		
P	The Contractor shall be responsible for providing comprehensive training, technical support, and other related services to ensure proper use and support of the software by ALTSA case managers, including immediate notifications for any expected or unexpected outages or technical issues. Additionally, the Contractor shall coordinate initial and as-needed trainings with ALTSA and shall provide advance notice of any changes to the software that may require additional trainings. Please describe how you will accomplish this.		20	17
	COMMENT:	End user self-help but what about end-user training?		
Q	Describe how your software can be modified to meet ALTSA's business needs. Modifications to include client demographics, programs, and specialties. Is your tool able to accommodate future modifications based on ALTSA's growth of programs.		10	8

		COMMENT: Click here to enter text.		
	R	Describe how you will differentiate user security access levels and permissions including Case Manager, Supervisor, and Administrator, to ensure proper permissions and data security.	10	8
		COMMENT: Detail seemed too generalized- not enough specifics.		
	S	The Contractor shall be solely responsible for maintaining the security of their Account, including all passwords, and for all uses of Account with or without ALTSA's consent. Additionally, they must also follow OCIO authentication requirements for their accounts. Note – the vendor will need to support Entra/SSO and SAW. Describe how you will accomplish this.	10	9
		COMMENT: Click here to enter text.		
	T	The Contractor shall be responsible for accurately tracking and reporting data related to all new referrals entered by ALTSA case managers, transitions, withdrawals, length of time for transition, and referrals still open, as required by ALTSA. Describe how you will accomplish this.	10	8
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		<p>COMMENT: <a href="#">Click here to enter text.</a></p>		

6	<b>BIDDER'S PROPOSED PRICING (QUOTATION OR COST RESPONSE)</b>	<b>MAXIMUM TOTAL POINTS: 20</b>	<b>SCORE</b>
A	Please identify all allocated costs, together with the total charges Bidder is willing to accept in consideration of the full performance of the Contract.	20	18
	ANSWER: TOTAL MAXIMUM BID AMOUNT:		
	FOR ALLOCATED COST DETAIL, ATTACH A SEPARATE SPREADSHEET OR DESCRIBE DETAILS BELOW		
COMMENT:	<a href="#">Click here to enter text.</a>		



## WRITTEN RESPONSE SCORING

March 11, 2024

RFP #2423-844

Residential Settings Locator

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**Vendor Name:** Room and Care LLC

**Evaluator Number:** WE5

### General Guidelines:

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Section 6 Bidders' Proposed Pricing                                      20 points

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You will be evaluating one part of the bidder's submission: Section 5. Desired Experience and Qualifications & Section. 6. Bidder's Proposed Pricing. If a question requires Bidders to submit additional documents, they will be included in an attached document.

<b>5. DESIRED EXPERIENCE AND QUALIFICATIONS</b>			<b>170 MAX POINTS</b>	<b>SCORE</b>
I	Please describe in detail, the bidder's knowledge, of Medicaid long-term care services in Washington State. Please describe in detail, your experience working with Medicaid contracted Adult Family Homes and Assisted Living Facilities.		10	8
	COMMENT:	Good detailed information, along with already having a similar site up and running.		
K	Describe in detail, the bidder's current process of obtaining Medicaid contracted vendor profiles. (i.e. licensor status, specialties, location)		10	8
	COMMENT:	Pulls from DSHS Facility locator website.		
L	Please describe in detail, your comprehension of the Health Insurance Privacy and Accountability Act (HIPAA) and its relation to Medicaid long long-term care in Washington State. How will your organization implement HIPAA to ensure compliance and protection of clients' information.		10	10
	COMMENT:	Described in detail an understanding of HIPAA.		
M	Describe how you will provide a cloud-based online application that is fully compliant with the Health Insurance Portability and Accountability Act (HIPAA), specifically designed for ALTSA case managers to match Medicaid providers for clients ready for transition. Please note that the Contractor shall also be responsible for maintaining an up-to-date database of Medicaid vendors.		20	14

	COMMENT:	This program sounds like it would work to help clients have a choice in AFH provider. It sounds very much like the current program we have.		
N	Describe how you will coordinate with Medicaid vendors to ensure accuracy in their ability to meet client needs and vacancies. Describe how the vendor will have access to review attached documents which identifies clients' needs (i.e. Assessment Details and Service Summary).		20	18
	COMMENT:	This program sounds like it would work to help clients have a choice in AFH provider.		
O	Describe your communication policy related to provider engagement and support. Additionally, outline your strategy for engagement with providers to guarantee an adequate pool of providers for selection.		20	18
	COMMENT:	Is it possible that a licensed facility may not be listed on the locator website, and if so, what about outreach to them?		
P	The Contractor shall be responsible for providing comprehensive training, technical support, and other related services to ensure proper use and support of the software by ALTSA case managers, including immediate notifications for any expected or unexpected outages or technical issues. Additionally, the Contractor shall coordinate initial and as-needed trainings with ALTSA and shall provide advance notice of any changes to the software that may require additional trainings. Please describe how you will accomplish this.		20	9
	COMMENT:	While the contractor did give an answer, it did not clarify how this would happen.		
Q	Describe how your software can be modified to meet ALTSA's business needs. Modifications to include client demographics, programs, and specialties. Is your tool able to accommodate future modifications based on ALTSA's growth of programs.		10	5

		COMMENT:	While the contractor did give an answer, it did not clarify how this would happen.		
	R	Describe how you will differentiate user security access levels and permissions including Case Manager, Supervisor, and Administrator, to ensure proper permissions and data security.		10	6
		COMMENT:	While the contractor did give an answer, it was not clear what differentiation would be used for security access levels.		
	S	The Contractor shall be solely responsible for maintaining the security of their Account, including all passwords, and for all uses of Account with or without ALTSA's consent. Additionally, they must also follow OCIO authentication requirements for their accounts. Note – the vendor will need to support Entra/SSO and SAW. Describe how you will accomplish this.		10	8
		COMMENT:	While the contractor did give an answer, it was not comprehensive, but stated they would be relying on feedback from ALTSA for improvement.		
	T	The Contractor shall be responsible for accurately tracking and reporting data related to all new referrals entered by ALTSA case managers, transitions, withdrawals, length of time for transition, and referrals still open, as required by ALTSA. Describe how you will accomplish this.		10	7
		COMMENT:	While the contractor did give an answer, it lacked specifics.		

	U	<p>The Contractor shall maintain strict confidentiality of all client information and shall not disclose any client data to any third party without proper authorization in compliance with HIPAA regulations. The selected vendor must pass the State Office of Cybersecurity's design review process. There are Cloud SaaS requirements that go beyond the standard security questions, as set forth below.</p> <ol style="list-style-type: none"> <li>1. A Web Application Firewall must be in place,</li> <li>2. DSHS staff must use Entra/SSO synchronized with our AAD for authenticating to their application.</li> <li>3. External parties and our clients must use SAW for authentication.</li> <li>4. Data segregation- keeping our data separate from other customer's data is a requirement.</li> <li>5. Encryption of data in-transit and at-rest using FIPS standards is a requirement.</li> </ol> <p>Selected vendor must agree to sign a BAA.</p> <p>Describe how you will accomplish this, be specific.</p>	20	12
		<p>COMMENT: Description states things like "Will implement/integrate, establish, employ but did not clearly specify how this would happen.</p>		

6	BIDDER'S PROPOSED PRICING (QUOTATION OR COST RESPONSE)		MAXIMUM TOTAL POINTS: 20	SCORE
A	Please identify all allocated costs, together with the total charges Bidder is willing to accept in consideration of the full performance of the Contract.		20	10
	ANSWER: TOTAL MAXIMUM BID AMOUNT:  FOR ALLOCATED COST DETAIL, ATTACH A SEPARATE SPREADSHEET OR DESCRIBE DETAILS BELOW			
COMMENT:	Did not have additional details about cost allocation.			