WRITTEN RESPONSE SCORING
February 5-9, 2024
RFP #2334-841
Housing Stabilization Services

Vendor Name: Geocko dba FOWARD

Evaluator Number: Written Evaluator 1 (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 2 Non-Cost Submittal   140 points

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.

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 RFP #2334-841				
You will be evaluating one part of the bidder's submission: Section 2. Non-Cost Submittal. If a question requires Bidders to submit additional documents, they will be included in an attached document.				
2.		**BIDDER Non-Cost Submittal (140 Points)**	**140 MAX POINTS**	**SCORE**
	I.	Please provide a description of your organization and how its mission will align with the work under this solicitation.	5	5
		COMMENT: Click here to enter text.		
	J.	Please describe your organization's experience with the development and implementation of a housing assistance program.	5	5
		COMMENT: Click here to enter text.		
	K.	Please describe your project management and quality assurance processes and how they will be applied to the DSHS-ORIA rental assistance project.	5	5
		COMMENT: Click here to enter text.		
	L.	Please describe the technical expertise your team possesses in building online systems and applications, especially for government agencies and housing programs.	5	5
		COMMENT: Click here to enter text.		
	M	Please identify the key personnel your company will utilize in performing this contract. Please ensure your answer specifies the number of and identifies the personnel who will be serving as project manager(s) for this contract.	5	5

		Please note that if awarded a Contract, Bidder shall not make changes to such Key Personnel during the term of this contract except as requested or approved by DSHS.		
		COMMENT: Click here to enter text.		
A.		Please describe your company's plan to build and host the Housing Stabilization Services application. Please highlight how you will: • Develop the application content. • Utilize and implement a computer-based system to manage and protect client data. • Develop and implement a standardized eligibility determination process. • Develop and implement an application review process. • Implement a payment distribution system. • Provide application and payment support to applicants. • Any other relevant information • Clearly outline if your organization will subcontract services with third parties and provide their role in this project.	20	20
		COMMENT: Click here to enter text.		
B		Please describe how your company will develop and implement a single application that responds to rental assistance and emergency eviction prevention. Include the following information in your response: • Description of the system/process to collect information. • Description of the system/process used to review and process applications. • Description of the system/process used to issue payments to landlords and/or utility companies.	15	15

		COMMENT:	Click here to enter text.		
	C.	The successful bidder will need to prioritize applicants on a monthly basis for rental assistance while responding to emergency eviction prevention applications as they come in. Please describe how your company will determine applicant eligibility, including the criteria and processes utilized to prioritize applicants.		15	15
		COMMENT:	Click here to enter text.		
	D	Please describe how your company will disburse payments to landlords and utility companies on behalf of qualified applicants. Please include the following details in your response: • Provide an overview of the step by step process your company will follow for payment disbursement. • Explain how you will verify the eligibility of applicants before disbursing funds. • Explain how you will confirm the credibility of the landlords and/or utility company prior to payment disbursement. • Specify timeframes for disbursing payments once applications are approved. • Explain how you will provide transparency, updates, and reporting to DSHS-ORIA and the applicants regarding their paymen		15	14
		COMMENT:	Click here to enter text.		
	E	Please describe how housing navigators will be able to securely interface with your application system to submit applications on behalf of applicants, as well as check application and grant funding status. Please ensure your response includes a description of the application system protocols in place to ensure that only authorized housing navigators at the request of an applicant, can access application data, status, and grant funding status.		5	5

	COMMENT:	Click here to enter text.		
F	Please describe how your company will provide post payment support. Include the following information in your response: How you will track payment utilization • How you will provide support for DSHS-ORA housing navigators to report a payment that has not been issued or receive • What protocol you will implement when payments need to be canceled or reissued • What methods will be used to provide the applicants with updates and changes		5	5
	COMMENT:	Click here to enter text.		
G	Please describe your company's plan to maintain program integrity and prevent fraud, including details of your internal auditing processes to avoid duplicate applications, those submitted under pseudonyms, etc		5	5
	COMMENT:	Click here to enter text.		
H	Please describe your company's plan to maintain program integrity and prevent fraud, including details of your internal auditing processes to avoid duplicate applications, those submitted under pseudonyms, etc.		5	5
	COMMENT:	Click here to enter text.		
I	Please describe your company's ability to comply with all sub-recipient requirements as detailed in Section A.9. Sub-recipient Status, of the RFP Document and General Terms and Conditions Section 24. Sub-recipients, of Attachment A – Sample Contract of the Solicitation Document.		10	10

		COMMENT:	Click here to enter text.		
	J	Please provide a general budget narrative that describes the proportion of funding dedicated to: • Technology (platform). • Application review and processing. • Funding Disbursement. • Overall program administration.		20	20
		COMMENT:	Click here to enter text.		

Vendor Name: Geocko dba FOWARD

Evaluator Number: Written Evaluator 2 (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 2 Non-Cost Submittal   140 points

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.

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 RFP #2334-841				
You will be evaluating one part of the bidder's submission: Section 2. Non-Cost Submittal. If a question requires Bidders to submit additional documents, they will be included in an attached document.				
2.		**BIDDER Non-Cost Submittal (140 Points)**	**140 MAX POINTS**	**SCORE**
	I.	Please provide a description of your organization and how its mission will align with the work under this solicitation.		
		COMMENT: Provided thorough and clear response, giving a clear idea of the breadt of the organization. In addition to including the mission, the response indicated the org is rooted in the immigrant experience.	5	5
	J.	Please describe your organization's experience with the development and implementation of a housing assistance program.		
		COMMENT: I was looking for the ability to prioritize disbursement of rent assistance and did find it mentioned. I liked that dashboard were created and that equity was considered.	5	5
	K.	Please describe your project management and quality assurance processes and how they will be applied to the DSHS-ORIA rental assistance project.		
		COMMENT: Very detailed and comprehensive response. Above and beyond adequate.	5	5
	L.	Please describe the technical expertise your team possesses in building online systems and applications, especially for government agencies and housing programs.		
		COMMENT: Response included detail on each leader worker, their experience, and their role.	5	5
	M	Please identify the key personnel your company will utilize in performing this contract. Please ensure your answer specifies the number of and identifies the personnel who will be serving as project manager(s) for this contract.	5	5

		Please note that if awarded a Contract, Bidder shall not make changes to such Key Personnel during the term of this contract except as requested or approved by DSHS.		
		COMMENT:	Complete response with personal glimpse into project manager's experience.	
A.		Please describe your company's plan to build and host the Housing Stabilization Services application. Please highlight how you will: • Develop the application content. • Utilize and implement a computer-based system to manage and protect client data. • Develop and implement a standardized eligibility determination process. • Develop and implement an application review process. • Implement a payment distribution system. • Provide application and payment support to applicants. • Any other relevant information • Clearly outline if your organization will subcontract services with third parties and provide their role in this project.	20	20
		COMMENT:	Detailed of the work to be performed.	
B		Please describe how your company will develop and implement a single application that responds to rental assistance and emergency eviction prevention. Include the following information in your response: • Description of the system/process to collect information. • Description of the system/process used to review and process applications. • Description of the system/process used to issue payments to landlords and/or utility companies.	15	15

		COMMENT:	Response showed a clear and well organized system.		
C.		The successful bidder will need to prioritize applicants on a monthly basis for rental assistance while responding to emergency eviction prevention applications as they come in. Please describe how your company will determine applicant eligibility, including the criteria and processes utilized to prioritize applicants.		15	15
		COMMENT:	Complete response that includes priority considerations, consultation with DSHS as well as CBOs and community. Would like to see DV included in the section on Vulerability, but not worth taking points off as the list is probably not meant to be exhaustive.		
D		Please describe how your company will disburse payments to landlords and utility companies on behalf of qualified applicants. Please include the following details in your response: • Provide an overview of the step by step process your company will follow for payment disbursement. • Explain how you will verify the eligibility of applicants before disbursing funds. • Explain how you will confirm the credibility of the landlords and/or utility company prior to payment disbursement. • Specify timeframes for disbursing payments once applications are approved. • Explain how you will provide transparency, updates, and reporting to DSHS-ORIA and the applicants regarding their paymen		15	15
		COMMENT:	Thorough process outlined and taking place within a reasonable amount of time		
E		Please describe how housing navigators will be able to securely interface with your application system to submit applications on behalf of applicants, as well as check application and grant funding status. Please ensure your response includes a description of the application system protocols in place to ensure that only authorized housing navigators at the request of an applicant, can access application data, status, and grant funding status.		5	4

		COMMENT:	The term grant funding was mentioned in the last line of the response, but would have likes to learn more about how each CBO will know where they are with spending vs spending authority. Could be persuaded to give the one point I took off back if mentioned later in the application or if other reviewers see something I didn't.		
	F	Please describe how your company will provide post payment support. Include the following information in your response: How you will track payment utilization • How you will provide support for DSHS-ORA housing navigators to report a payment that has not been issued or receive • What protocol you will implement when payments need to be canceled or reissued • What methods will be used to provide the applicants with updates and changes		5	5
		COMMENT:	Appears complete		
	G	Please describe your company's plan to maintain program integrity and prevent fraud, including details of your internal auditing processes to avoid duplicate applications, those submitted under pseudonyms, etc		5	5
		COMMENT:	Appears complete		
	H	Please describe your company's plan to maintain program integrity and prevent fraud, including details of your internal auditing processes to avoid duplicate applications, those submitted under pseudonyms, etc.		5	5
		COMMENT:	Appears complete		
	I	Please describe your company's ability to comply with all sub-recipient requirements as detailed in Section A.9. Sub-recipient Status, of the RFP Document and General Terms and Conditions Section 24. Sub-recipients, of Attachment A – Sample Contract of the Solicitation Document.		10	10

		COMMENT:	Response included company's ability to comply, but does request language changes and exceptions.		
J		Please provide a general budget narrative that describes the proportion of funding dedicated to: • Technology (platform). • Application review and processing. • Funding Disbursement. • Overall program administration.		20	20
		COMMENT:	Complete response given		

Vendor Name: Geocko dba FOWARD

Evaluator Number: Written Evaluator 3 (WE3)

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 2 Non-Cost Submittal   140 points

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.

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 RFP #2334-841		

You will be evaluating one part of the bidder's submission: Section 2. Non-Cost Submittal. If a question requires Bidders to submit additional documents, they will be included in an attached document.

2.		BIDDER Non-Cost Submittal (140 Points)	140 MAX POINTS	SCORE
	I.	Please provide a description of your organization and how its mission will align with the work under this solicitation.	5	5
		COMMENT: The response acknowledges the organization's financial responsibility, collaborative efforts with Community-Based Organizations, and the personal connection and empathy embedded in the team's composition. It also recognizes the importance of stable housing in successful resettlement, demonstrating an understanding of immigrant communities' challenges.		
	J.	Please describe your organization's experience with the development and implementation of a housing assistance program.	5	5
		COMMENT: FORWARD's expertise in housing assistance, demonstrated by successfully administering over $140 million, including a pivotal role in St. Louis County's $25 million program amid the COVID-19 pandemic, is truly commendable. The innovative use of the FORWARD platform, with a tailored application and automated eligibility processes, reflects a forward-thinking approach, enhancing efficiency and accuracy.		
	K.	Please describe your project management and quality assurance processes and how they will be applied to the DSHS-ORIA rental assistance project.	5	5
		COMMENT: FORWARD's comprehensive response outlines robust project management and quality assurance processes for the DSHS-ORIA rental assistance project. The answer covers critical aspects, from program planning and cross-functional collaboration to agile methodology and client collaboration. Specific details on internal controls, eligibility review, payment monitoring, and technology security demonstrate a thorough approach, highlighting a commitment to accountability and transparency.		
	L.	Please describe the technical expertise your team possesses in building online systems and applications, especially for government agencies and housing programs.	5	5
		COMMENT: Including specific details such as extensive experience, a government agency focus, housing program expertise, and using a proprietary platform demonstrates a high level of technical competence.		
	M	Please identify the key personnel your company will utilize in performing this contract. Please ensure your answer specifies the number of and identifies the personnel who will be serving as project manager(s) for this contract.	5	5

		Please note that if awarded a Contract, Bidder shall not make changes to such Key Personnel during the term of this contract except as requested or approved by DSHS.			
		COMMENT:	The response is comprehensive, providing detailed information about the team's technical expertise, experience, and specific focus on government agencies and housing programs. It includes key points such as extensive experience, a government agency focus, housing program expertise, and the use of a proprietary platform. The emphasis on continuous improvement and the iterative approach adds a forward-thinking perspective.		
	A.	Please describe your company's plan to build and host the Housing Stabilization Services application. Please highlight how you will: • Develop the application content. • Utilize and implement a computer-based system to manage and protect client data. • Develop and implement a standardized eligibility determination process. • Develop and implement an application review process. • Implement a payment distribution system. • Provide application and payment support to applicants. • Any other relevant information • Clearly outline if your organization will subcontract services with third parties and provide their role in this project.		20	20
		COMMENT:	The detailed response outlines a comprehensive plan for developing and hosting the Housing Stabilization Services application, covering crucial aspects like application content, data security, eligibility determination, application review, payment distribution, ongoing support, and reporting. Specific details, such as multilingual support, collaboration with partner CBOs, and fraud prevention measures, demonstrate a deep understanding of project requirements. The plan follows a systematic and phased approach, emphasizing transparency, user-friendliness, and continuous improvement.		
	B	Please describe how your company will develop and implement a single application that responds to rental assistance and emergency eviction prevention. Include the following information in your response: • Description of the system/process to collect information. • Description of the system/process used to review and process applications. • Description of the system/process used to issue payments to landlords and/or utility companies.		15	15

		COMMENT:	The FORWARD platform ensures a streamlined and user-friendly process for collecting information from applicants seeking rental assistance and emergency eviction prevention. The program provides ongoing support, and future enhancements are driven by feedback, data analysis, and changing requirements, ensuring its adaptability and effectiveness.		
	C.	The successful bidder will need to prioritize applicants on a monthly basis for rental assistance while responding to emergency eviction prevention applications as they come in. Please describe how your company will determine applicant eligibility, including the criteria and processes utilized to prioritize applicants.		15	15
		COMMENT:	The response provides a comprehensive and detailed plan for determining applicant eligibility and prioritizing applications. It emphasizes collaboration with partner Community-Based Organizations (CBOs), inclusion of diverse perspectives, and a transparent scoring criteria document. The step-by-step process, including monthly prioritization, emergency eviction prevention, and ongoing collaboration, is well-defined.		
	D	Please describe how your company will disburse payments to landlords and utility companies on behalf of qualified applicants. Please include the following details in your response: • Provide an overview of the step by step process your company will follow for payment disbursement. • Explain how you will verify the eligibility of applicants before disbursing funds. • Explain how you will confirm the credibility of the landlords and/or utility company prior to payment disbursement. • Specify timeframes for disbursing payments once applications are approved. • Explain how you will provide transparency, updates, and reporting to DSHS-ORIA and the applicants regarding their paymen		15	15
		COMMENT:	The response outlines FORWARD's meticulous and transparent payment disbursement process, emphasizing eligibility verification, credibility checks for landlords and utility companies, and efficient, secure payment channels. The plan includes fraud prevention measures, thorough documentation verification, and real-time updates through the FORWARD platform. The communication tools, transparency, and participant access to information contribute to a seamless and accountable experience. The process encompasses ongoing reporting to DSHS-ORIA, ensuring data-driven insights for program improvement.		
	E	Please describe how housing navigators will be able to securely interface with your application system to submit applications on behalf of applicants, as well as check application and grant funding status. Please ensure your		5	5

		response includes a description of the application system protocols in place to ensure that only authorized housing navigators at the request of an applicant, can access application data, status, and grant funding status.			
		COMMENT:	The answer explains clearly how housing navigators will securely use the system. It covers measures like secure account creation, authentication, access control, and data protection. Mentioning encrypted communication, alerts, security audits, and compliance training adds to the security. Highlighting real-time status checks and a user-friendly interface improves clarity. The response fully addresses security concerns and shows a strong understanding of securing applicant information.		
	F	Please describe how your company will provide post payment support. Include the following information in your response: How you will track payment utilization • How you will provide support for DSHS-ORA housing navigators to report a payment that has not been issued or receive • What protocol you will implement when payments need to be canceled or reissued • What methods will be used to provide the applicants with updates and changes		5	5
		COMMENT:	The response provides a comprehensive overview of how FORWARD will handle post-payment support. The details regarding tracking payment utilization, support for DSHS-ORIA housing navigators, protocols for payment cancellation or re-issuance, methods for providing updates and changes to applicants, and the emphasis on security and transparency contribute to a thorough understanding of the post-payment support process. The response also touches upon the role of analytics, training, and ongoing caseworker support, demonstrating a holistic approach to the support system.		
	G	Please describe your company's plan to maintain program integrity and prevent fraud, including details of your internal auditing processes to avoid duplicate applications, those submitted under pseudonyms, etc		5	5
		COMMENT:	The plan to prevent fraud and maintain program integrity seems solid. FPRWARD has a dedicated fraud expert, historical data analysis, and a strict application review process. Advanced models and a fraud detection engine show a thorough approach. The recourse procedures, including investigations and collaboration with DSHS, are well-defined.		
	H	Please describe your company's plan to maintain program integrity and prevent fraud, including details of your internal auditing processes to avoid duplicate applications, those submitted under pseudonyms, etc.		5	5
		COMMENT:	Click here to enter text.		

I	Please describe your company's ability to comply with all sub-recipient requirements as detailed in Section A.9. Sub-recipient Status, of the RFP Document and General Terms and Conditions Section 24. Sub-recipients, of Attachment A – Sample Contract of the Solicitation Document.			10	10
	COMMENT:	The response is well-structured. shows a willingness to collaborate and address concerns related to subrecipient status. It effectively communicates a good understanding of the regulations and a collaborative approach to compliance.			
J	Please provide a general budget narrative that describes the proportion of funding dedicated to: • Technology (platform). • Application review and processing. • Funding Disbursement. • Overall program administration.			20	20
	COMMENT:	The answer provides a clear and detailed breakdown of the budget allocation, covering key areas such as technology, application review, funding disbursement, and overall program administration. The percentages assigned to each category offer transparency and insight into your financial planning.			

Vendor Name: Geocko dba FOWARD

Evaluator Number: Written Evaluator 4 (WE4)

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 2 Non-Cost Submittal   140 points

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.

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 RFP #2334-841			
You will be evaluating one part of the bidder's submission: Section 2. Non-Cost Submittal. If a question requires Bidders to submit additional documents, they will be included in an attached document.			

2.		BIDDER Non-Cost Submittal (140 Points)	140 MAX POINTS	SCORE
	I.	Please provide a description of your organization and how its mission will align with the work under this solicitation.	5	5
		COMMENT: - Has worked with CBOs previously; has administered funds to partners previously, so shows experience w/ partnerships; has worked on programs serving clients who are immigrants		
	J.	Please describe your organization's experience with the development and implementation of a housing assistance program.	5	5
		COMMENT: Has administered millions of dollars to thousands of clients, across WA and the country. Has worked with DSHS; has worked with housing stabilization programs.		
	K.	Please describe your project management and quality assurance processes and how they will be applied to the DSHS-ORIA rental assistance project.	5	5
		COMMENT: Has existing platform that is leveraged to streamline processes and engage with CBOs. Has established security measures to protect sensitive data. Robust team with different areas of expertise to efficiently process applications.		
	L.	Please describe the technical expertise your team possesses in building online systems and applications, especially for government agencies and housing programs.	5	5
		COMMENT: Staff is experienced in administering public funded projects. Upper-level management positions all have a decade or more of experience in database engineering & program implementation		
	M	Please identify the key personnel your company will utilize in performing this contract. Please ensure your answer specifies the number of and identifies the personnel who will be serving as project manager(s) for this contract.	5	5

		Please note that if awarded a Contract, Bidder shall not make changes to such Key Personnel during the term of this contract except as requested or approved by DSHS.		
		COMMENT: Program Manager is described as "a trailblazing advocate for immigrant communities" and currently implements the applicant's administration of DSHS Housing Stabilization Project		
A.		Please describe your company's plan to build and host the Housing Stabilization Services application. Please highlight how you will: • Develop the application content. • Utilize and implement a computer-based system to manage and protect client data. • Develop and implement a standardized eligibility determination process. • Develop and implement an application review process. • Implement a payment distribution system. • Provide application and payment support to applicants. • Any other relevant information • Clearly outline if your organization will subcontract services with third parties and provide their role in this project.	20	20
		COMMENT: Application focuses on client experience like language accessibility, call-center support, and "user-friendly landing page," FAQs and other user-based solutions. Design process incorporates stake-holder feedback into program. Platform is an existing and has security measures and implementation that is already proven and tested. "The FORWARD platform excels in centralizing the application process among the partnering CBOs, fostering collaboration and efficiency. Through the unified and centralized FORWARD platform, all CBOs will have access to the single approved application, mitigating the risk of duplicated services and ensuring a streamlined review process. This centralized approach not only enhances transparency but also simplifies the participant's journey, as they can access resources seamlessly, regardless of the specific CBO they engage with." Emphasized fraud prevention.		
B		Please describe how your company will develop and implement a single application that responds to rental assistance and emergency eviction prevention. Include the following information in your response: • Description of the system/process to collect information.	15	15

	• Description of the system/process used to review and process applications. • Description of the system/process used to issue payments to landlords and/or utility companies. COMMENT: Clear process for all participants involved			
C.	The successful bidder will need to prioritize applicants on a monthly basis for rental assistance while responding to emergency eviction prevention applications as they come in. Please describe how your company will determine applicant eligibility, including the criteria and processes utilized to prioritize applicants. COMMENT: Highlight: applicants get notifications of status of their payment through FORWARD's platform.	15	15
D	Please describe how your company will disburse payments to landlords and utility companies on behalf of qualified applicants. Please include the following details in your response: • Provide an overview of the step by step process your company will follow for payment disbursement. • Explain how you will verify the eligibility of applicants before disbursing funds. • Explain how you will confirm the credibility of the landlords and/or utility company prior to payment disbursement. • Specify timeframes for disbursing payments once applications are approved. • Explain how you will provide transparency, updates, and reporting to DSHS-ORIA and the applicants regarding their paymen COMMENT: Clear process for tracking, paying, cancelling and reissuing. Housing navigators have assigned assistance staff at the vendor level.	15	15
E	Please describe how housing navigators will be able to securely interface with your application system to submit applications on behalf of applicants, as well as check application and grant funding status. Please ensure your	5	5

		response includes a description of the application system protocols in place to ensure that only authorized housing navigators at the request of an applicant, can access application data, status, and grant funding status.		
		COMMENT:	Offer training. Notifications, encrypted messaging, regular security audits, high level of access control.	

	F	Please describe how your company will provide post payment support. Include the following information in your response: How you will track payment utilization
		    • How you will provide support for DSHS-ORA housing navigators to report a payment that has not been issued or receive
		    • What protocol you will implement when payments need to be canceled or reissued
		    • What methods will be used to provide the applicants with updates and changes
			5	5

		COMMENT:	Tracking: platform reports, customizable expense categories. Dedicated staff member for Housing Manager support. Payment reissuance and cancellation process clearly outlined.	
	G	Please describe your company's plan to maintain program integrity and prevent fraud, including details of your internal auditing processes to avoid duplicate applications, those submitted under pseudonyms, etc	5	5
		COMMENT:	Full-time fraud subject matter expert. Methods to prevent duplicate accounts, "10 pt check" on applications, automated and human reviewers for fraud checking	
	H	Please describe your company's plan to maintain program integrity and prevent fraud, including details of your internal auditing processes to avoid duplicate applications, those submitted under pseudonyms, etc.	5	5
		COMMENT:	Fully developed protocol for identifying and reporting fraud	

I	Please describe your company's ability to comply with all sub-recipient requirements as detailed in Section A.9. Sub-recipient Status, of the RFP Document and General Terms and Conditions Section 24. Sub-recipients, of Attachment A – Sample Contract of the Solicitation Document.		10	0
	COMMENT:	Vendor is requesting a change to the Sub-recipient status guidelines. Notes that they "can" meet guidelines but do not expound on their ability to do so.		
J	Please provide a general budget narrative that describes the proportion of funding dedicated to: • Technology (platform). • Application review and processing. • Funding Disbursement. • Overall program administration.		20	20
	COMMENT:	Clear indication of percentages of budget spent on platform, review, disbursement, and admin.		

Vendor Name: Geocko dba FOWARD

Evaluator Number: Written Evaluator 5 (WE5)

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 2 Non-Cost Submittal   140 points

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.

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 RFP #2334-841				
You will be evaluating one part of the bidder's submission: Section 2. Non-Cost Submittal. If a question requires Bidders to submit additional documents, they will be included in an attached document. ==135==				

2.		BIDDER Non-Cost Submittal (140 Points)		140 MAX POINTS	SCORE
	I.	Please provide a description of your organization and how its mission will align with the work under this solicitation.		5	5
		COMMENT:	FORWARD was founded to facilitate projects such as ours. Specifically, having several chief executives with lived experience as refugees and with deep roots in WA increased this score.		
	J.	Please describe your organization's experience with the development and implementation of a housing assistance program.		5	5
		COMMENT:	St. Louis Housing Assistance, WA DOC Rental Assistance		
	K.	Please describe your project management and quality assurance processes and how they will be applied to the DSHS-ORIA rental assistance project.		5	5
		COMMENT:	Strong project management principles, good cross training, internal control.		
	L.	Please describe the technical expertise your team possesses in building online systems and applications, especially for government agencies and housing programs.		5	5
		COMMENT:	The list of successful projects speaks to their technical capabilities. Not being a tech person myself, I'm not sure I can ask more direct questions about the technology.		
	M	Please identify the key personnel your company will utilize in performing this contract. Please ensure your answer specifies the number of and identifies the personnel who will be serving as project manager(s) for this contract.		5	5

		Please note that if awarded a Contract, Bidder shall not make changes to such Key Personnel during the term of this contract except as requested or approved by DSHS.		
		COMMENT: Strong team.		
A.		Please describe your company's plan to build and host the Housing Stabilization Services application. Please highlight how you will: • Develop the application content. • Utilize and implement a computer-based system to manage and protect client data. • Develop and implement a standardized eligibility determination process. • Develop and implement an application review process. • Implement a payment distribution system. • Provide application and payment support to applicants. • Any other relevant information • Clearly outline if your organization will subcontract services with third parties and provide their role in this project.	20	18
		COMMENT: In house product deployment, working in collaboration with CBOs to focus design elements and iterative design.		
B		Please describe how your company will develop and implement a single application that responds to rental assistance and emergency eviction prevention. Include the following information in your response: • Description of the system/process to collect information. • Description of the system/process used to review and process applications. • Description of the system/process used to issue payments to landlords and/or utility companies.	15	13

		COMMENT:	Click here to enter text.		
	C.	The successful bidder will need to prioritize applicants on a monthly basis for rental assistance while responding to emergency eviction prevention applications as they come in. Please describe how your company will determine applicant eligibility, including the criteria and processes utilized to prioritize applicants.		15	15
		COMMENT:	Multi step review process, facilitated by caseworkers. Appreciated the example of Nasir for emergency assistance.Period		
	D	Please describe how your company will disburse payments to landlords and utility companies on behalf of qualified applicants. Please include the following details in your response: • Provide an overview of the step by step process your company will follow for payment disbursement. • Explain how you will verify the eligibility of applicants before disbursing funds. • Explain how you will confirm the credibility of the landlords and/or utility company prior to payment disbursement. • Specify timeframes for disbursing payments once applications are approved. • Explain how you will provide transparency, updates, and reporting to DSHS-ORIA and the applicants regarding their paymen		15	14
		COMMENT:	Strong financial security and internal control.		
	E	Please describe how housing navigators will be able to securely interface with your application system to submit applications on behalf of applicants, as well as check application and grant funding status. Please ensure your response includes a description of the application system protocols in place to ensure that only authorized housing navigators at the request of an applicant, can access application data, status, and grant funding status.		5	5

		COMMENT:	User friendly client dashboard.		
	F	Please describe how your company will provide post payment support. Include the following information in your response: How you will track payment utilization • How you will provide support for DSHS-ORA housing navigators to report a payment that has not been issued or receive • What protocol you will implement when payments need to be canceled or reissued • What methods will be used to provide the applicants with updates and changes	5	5
		COMMENT:	Project progress dashboard.		
	G	Please describe your company's plan to maintain program integrity and prevent fraud, including details of your internal auditing processes to avoid duplicate applications, those submitted under pseudonyms, etc	5	5
		COMMENT:	Strong internal controls. Progress dashboards are impressive.		
	H	Please describe your company's plan to maintain program integrity and prevent fraud, including details of your internal auditing processes to avoid duplicate applications, those submitted under pseudonyms, etc.	5	5
		COMMENT:	Periodic transaction audits.		
	I	Please describe your company's ability to comply with all sub-recipient requirements as detailed in Section A.9. Sub-recipient Status, of the RFP Document and General Terms and Conditions Section 24. Sub-recipients, of Attachment A – Sample Contract of the Solicitation Document.	10	10

		COMMENT:	Click here to enter text.		
	J	Please provide a general budget narrative that describes the proportion of funding dedicated to: • Technology (platform). • Application review and processing. • Funding Disbursement. • Overall program administration.		20	20
		COMMENT:	Very low percentage of budget allocated to admin – significant amounts to technology and fraud prevention		