

WRITTEN RESPONSE SCORING
September 19-October 14
RFP #2223-808
ACES M&O

Vendor Name:

Evaluator Number: WE1

General Guidelines:

- Please score each vendor's response without reference to the scores for other vendors. Each score should reflect your score based on the criteria only.
- Please note all scores and comments in the allotted sections. If you change a score, initial the change.
- Please include comments that will assist the vendor in understanding why the response did not get full points. Positive comments are also welcome.
- We would prefer that you leave a comment for each question scored, briefly explaining why you assigned that particular score.
- You may discuss the proposals among the evaluation team, but each evaluator should score independently. **We do not use consensus scoring.**
- Do not downgrade a proposal because it did not address something that was not asked for in the Solicitation.

Scoring of Proposals

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

Section 4.1 Executive Summary	75 points
Section 4.2 Bidder Performance Requirements	200 points
Section 4.3 Key Personnel	200 points
Section 4.4 Bidder Engagements	100 points

Section 4.6 Contract Questionnaire

100 points

If you have questions, please direct them to Nicole Kahle, Solicitation Coordinator, phone 360-664-####. 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 #2223-808

You will be evaluating five parts of the bidder’s submission: Section 4.1 Executive Summary, 4.2 Bidder Performance Requirements, 4.3 Key Personnel, 4.4 Bidder Engagements, and 4.5 Contract Questionnaire. If a question requires Bidders to submit additional documents, they will be included in an attached document.

4.	4.1 BIDDER Executive Summary (75 Points)	75 MAX POINTS
A	<p>The executive summary should describe the Bidder’s response at a high level in terms of Engagement approach, perspective, staffing, skill levels, and overall Work Description. It should demonstrate that the Bidder understands the scope and objectives of the Engagement. The executive summary should describe the bidder’s high level approach and plan for providing transition services that support the modular transition and legacy decomposition approach</p> <p>The Bidder shall provide a corporate description with sufficient information to substantiate proven expertise in the products and services being requested in this RFP.</p> <p>The Bidder shall disclose any company restructurings, mergers, and acquisitions over the past five (5) years or during the course of this project.</p> <p>The Bidder shall specify the location of the organization’s principal office and the number of executive and professional personnel employed at this office.</p> <p>The Bidder shall state the number of years the Bidder has been providing the products and services being proposed.</p> <p>The Bidder shall provide the name and the state of incorporation, if incorporated.</p> <p>The Bidder shall describe their standard project management methodology, the proposed project management approach for this project, and any tailoring of their standard methodology anticipated for this project.</p> <p>The Bidder shall agree to cooperate in good faith with DSHS to support three priority areas: 1) maintenance and support for the ACES system to ensure ongoing DSHS services are delivered; 2) timely development, testing and implementation of changes and modifications required by state or federal mandate; and 3) robust and timely support provided to DSHS and its IE&E partners for the planned transition to the new IE&E solution. Additional resources to meet these priorities will be added by the Change Order process.</p> <p>The Bidder shall provide a narrative for their overall approach to delivering the services required by DSHS including their approach to defining the Decomposition Plan</p>	<p align="center">TOTAL SCORE: 57</p>

	COMMENT:	This response provided a great deal of detail about the project and ensured to touch on all points of the requirement, so I gave them a high average score.	
4.2 Bidder Performance Requirements The contract resulting from this competitive solicitation will require the bidder to perform a wide array of technical tasks utilizing various resources. DSHS has provided a list of technical performance requirements in section 6 of the solicitation. Bidders shall refer to the technical requirements listed in section 6 and respond to each individual numbered requirement in a narrative format. Bidders shall provide information showing their understanding and capability to satisfy the requirement, including examples of previous contracts with similar performance requirements the contractor has accomplished successfully under any previous contracts. Bidder shall provide any assumptions made in creating responses to the requirements in this section			200 MAX POINTS TOTAL SCORE: 124
6.1	Collaborate to integrate the Bidder's operational activities into DSHS standard processes and continuously identify opportunities to improve the processes		3
	COMMENT:	This is an average response	
6.2	Develop service requests whenever the Bidder requires changes to the infrastructure		3
	COMMENT:	This is an average response	
CAPACITY MANAGEMENT			
6.3	Collaborate with DSHS to understand any business trends which could impact systems' capacity requirements, analyze historical trends and provide capacity forecast		4
	COMMENT:	This response provided a lot of detail around how the vendor does capacity forecasting so I gave a better than average score.	
	Participate in and adhere to DSHS' capacity planning processes		2

6.4	COMMENT:	This response was more about their capacity planning process and not DSHS's so I gave a less than average score.	
6.5		Advise Client of need to allocate additional processing resources or allocate additional storage resource based on predefined parameters and observed growth patterns	3
	COMMENT:	This is an average response	
OPERATIONAL PROCESS			
6.6		Participate and adhere to DSHS ITIL service management process	3
	COMMENT:	This is an average response	
6.7		Deliver DevOps capability for continuous delivery following industry standards utilizing industry accepted automation tools	3
	COMMENT:	This is an average response	
CHANGE/RELEASE MANAGEMENT			
6.8		Identify and submit any Application changes in compliance with DSHS' Change/ Release Management process	3
	COMMENT:	This is an average response	
		Adhere to DSHS ITIL change/release processes	3

6.9	COMMENT:	This is an average response	
6.10	Provide required documentation regarding each Application change/release		3
	COMMENT:	This is an average response	
DevOps CAPABILITY			
6.11	Maintain Application software configuration in the DSHS source code management tool		3
	COMMENT:	This is an average response	
6.12	Capture any Application software configuration changes included in any change request		3
	COMMENT:	This is an average response	
6.13	Ensure up-to-date and accurate Application configurations are captured in the software configuration management tools; any errors should be reported to DSHS immediately		3
	COMMENT:	This is an average response	
	Maintain an inventory of all applications in the DSHS environment for which the vendor will be providing M&O services (including all attributes captured on the application inventory provided in the procurement library)		3

6.14	COMMENT:	This is an average response	
6.15		Manage source code in DSHS authorized source code management tool	4
	COMMENT:	This response gave a lot of detail about the process for managing the source code so I gave a better than average response.	
6.16		Provide automated deployment methods using DSHS automated continuous deployment tools and technology as well as provide deployment documentation, scripts and configuration to the release processes	4
	COMMENT:	This response provided a lot of detail about using automated deployment tools they use so I gave a better than average score.	
6.17		Ensure master copies of new software versions in a secured software library and update configuration databases	3
	COMMENT:	This is an average response	
6.18		Manage infrastructure as code (IaaS) for using DSHS virtualization tools (such as Puppet, Ansible, etc.) and technology for development, test and production environments.	3

	COMMENT:	This is an average response	
6.19		Manage continuous delivery environments as needed by DSHS maintenance and operation and enhancement activities	3
	COMMENT:	This is an average response	
DISASTER RECOVERY			
6.20		Participate in and complete all Application related disaster recovery activities outlined in the Disaster Recovery Plan	3
	COMMENT:	This is an average response	
6.21		Participate in disaster recovery planning including developing/updating the disaster recovery plan, identifying required changes in the disaster recovery plan (e.g. a change in contact information)	3
	COMMENT:	This is an average response	
6.22		The Bidder will be responsible for supporting the ACES Complex during disaster recovery and disaster recovery exercises. Bidder will be responsible for supporting and maintaining the applications in the disaster recovery environment and return from the disaster recovery environment to normal production. The Bidder will be responsible for ensuring the disaster recovery environment is functioning. Bidder responsibilities include, but are not limited to: <ul style="list-style-type: none"> Plan and schedule disaster recovery testing 	3

	<ul style="list-style-type: none"> • Document and perform recovery of the Application • Recover data and storage according to RTO/RPO requirements • Assist with/resolve remediation of recovery issues • Establish WAN connectivity from data center to the State/DSHS WAN • Return application from recovery site to normal production • Documentation of exercise • Actively participating in the execution of the recovery plan in the event of a disaster at the instruction of DSHS 	
	COMMENT: This is an average response	
6. 2 3	Identify appropriate resources to support DSHS' disaster recovery planning, testing and execution	
	COMMENT: This is an average response	3
6. 2 4	Perform tasks outlined in the Disaster Recovery Plan in the event DSHS initiates a disaster	
	COMMENT: This is an average response	3
HELP DESK AND INCIDENT MANAGEMENT		

6. 2 5	Adhere to application support escalation procedures. DSHS uses a tiered incident response process where incidents are triaged by DSHS staff prior to escalation to the next tier of support	3	
	COMMENT: This is an average response		
6. 2 6	Provide Application Solution expertise and involvement for resolution of service, incident, problem and change, following DSHS ITIL process	3	
	COMMENT: This is an average response		
6. 2 7	Log updates into the ticket tracking system in a timely manner in alignment with the DSHS' processes, policies and procedures	3	
	COMMENT: This is an average response		
6. 2 8	Review the status of open service, incident, problem, change and related problems and the progress being made in addressing problems related to the applications	3	
	COMMENT: This is an average response		

6. 2 9	Conduct/participate in incident and problem management review sessions and provide status and problem impact categorization		3	
	COMMENT:	This is an average response		
PROBLEM MANAGEMENT SERVICES AND ROOT CAUSE ANALYSIS				
6. 3 0	Provide expertise and be an active participant in the process to troubleshoot, diagnose and address the root cause of critical problems as required by DSHS (e.g. participate in "all hands on deck" meetings until a permanent fix to the incident is developed)		3	
	COMMENT:	This is an average response		
6. 3 1	Develop/maintain procedures for performing Root Cause Analysis (RCA) that meet requirements and adhere to defined policies		3	
	COMMENT:	This is an average response		
6. 3 2	Conduct proactive trend analysis to identify and mitigate recurring incidents		4	

	COMMENT:	I gave a better than average score for this response since they gave a lot of detail around their trend analysis processes.		
6. 3 3		Track and report recurring incidents or failures and provide associated consequences of repeating incidents if there is a business impact to DSHS	3	
	COMMENT:	This is an average response		
6. 3 4		Recommend solutions to address recurring incidents or failures	3	
	COMMENT:	This is an average response		
6. 3 5		Provide status report detailing the root cause of and work around procedure for correcting recurring incidents until closure through a permanent fix as determined by DSHS	3	
	COMMENT:	This is an average response		
SECURITY ADMINISTRATION				

6. 3 6	Adhere to access profiles and policies for adding, changing, enabling/disabling and deleting Log-On access for DSHS employees, agents and subcontractors to the ACES application		3	
	COMMENT:	This is an average response		
6. 3 7	Adhere to Application security plan based on DSHS and Federal application security requirements, standards, procedures, policies which includes, but is not limited to, procedures for security monitoring and log management functions, Application vulnerability management		3	
	COMMENT:	This is an average response		
6. 3 8	Adhere to DSHS' security policies and industry standards of physical and logical security plans		3	
	COMMENT:	This is an average response		
6. 3 9	Review all security patches relevant to the environment and classify the need and speed in which the security patches should be installed as defined by security policies		3	
	COMMENT:	This is an average response		

6.40	Support DSHS in performing security related activities and corrective action plans such as report development, controls documentation, HIPAA compliance activities, IRS 1075 compliance activities, performing security audits, etc.	3	
	COMMENT: This is an average response		
6.41	Maintain all documentation required for Application security audits and internal control and control testing	3	
	COMMENT: This is an average response		
6.42	Support the placement of systems with particularly sensitive data in controlled access areas. Only end-users with authorized access permission will be allowed to enter these areas (e.g., read access in logs, write access in some folders, etc.).	3	
	COMMENT: This is an average response		
6.43	Provide a documented set of controls that is used to ensure the protection of data and security information among customer applications	3	
	COMMENT: This is an average response		

6.44	Ensure all Applications and tools provide adequate protection of data that is covered by regulatory or other compliance requirements — for example, those of the U.S. HIPAA, IRS 1075, ACA and HITECH Acts	3	
	COMMENT: This is an average response		
6.45	Adhere to documented procedures to ensure background checks are performed on vendor personnel with administrative or other privileged access to servers, applications or customer data per CFR, RCW, DSHS, and vendor policy (whichever is more stringent)	3	
	COMMENT: This is an average response		
6.46	Adhere to documented procedures for super user privilege management and database activity monitoring controls or the equivalent to detect inappropriate behavior by personnel with administrative access.	3	
	COMMENT: This is an average response		
6.47	Report any security violations to DSHS per DSHS policies.	3	
	COMMENT: This is an average response		

6.48	Will follow and support DSHS Security Design Review process for all required actions.		3	
	COMMENT:	This is an average response		
6.49	Support audit requirements, when applicable. Support resolution of audit findings.		3	
	COMMENT:	This is an average response		
6.50	Support Forensic Investigations		3	
	COMMENT:	This is an average response		
USER ACCOUNT MANAGEMENT				
6.51	Develop/document/manage and maintain Application user account maintenance procedures including, but not limited to: <ul style="list-style-type: none"> • Configuration of new users, roles and responsibilities, credentials, etc. • Users Refresh / Change / Updates • Deletion of Users 		3	

	COMMENT:	This is an average response		
6. 5 2		Provide assistance to DSHS, as required, in administering Application user accounts	3	
	COMMENT:	This is an average response		
6. 5 3		Design, build and test application fixes	3	
	COMMENT:	This is an average response		
6. 5 4		Address failures that cause crashes, hang-ups, data loss or corruption, erroneous results or any other Application related issues which impact the business' ability to perform their work (excluding warranty fixes and design issues, which are addressed elsewhere)	3	
	COMMENT:	This is an average response		
6. 5 5		The Bidder will be responsible for fixing failures (not functioning as designed) that cause a crash, degraded state, data loss or corruption, erroneous results or no work around for a major documented function. Includes associated analysis, design, coding, testing, configuration, communications, documentation, and implementation. Also includes issues encountered in the course of keeping purchased application packages up and running.	3	

	<p>Examples include:</p> <ul style="list-style-type: none"> • Application errors • Release errors • Code merge errors • System is down • Data records not processing as designed due to coding problems • Problems transmitting data between systems • System generating Incorrect or misleading data • Data download failures • System clocking (due to an application problem) • Unacceptable user work around due to system bugs • Data contention errors 		
	<p>COMMENT: This is an average response</p>		
<p>6. 5 6</p>	<p>Where the resolution of a defect or error requires changes to the application functionality or technology, the Bidder will initiate and fulfill a work request indicating the urgency. The following, non-exhaustive, list of changes are included in the Corrective Maintenance Services as part of defect or error resolution:</p> <ul style="list-style-type: none"> • User interface changes • Changes to system interfaces • Application module changes • Database changes • Modification to standard query structure • Report changes 	<p>3</p>	
	<p>COMMENT: This is an average response</p>		

TOOL USAGE			
6. 5 7	Leverage all tools available to DSHS. DSHS' preference is to continue using the same tools, however, is open to changing tools if the Bidder can justify the migration.		3
	COMMENT:	This is an average response	
APPLICATION OPERATIONS SUPPORT			
6. 5 8	Maintain/enhance procedures for performing Application specific administration.		3
	COMMENT:	This is an average response	
6. 5 9	Develop new as-built system documentation and maintain existing as-built system logical design documentation and blueprints that reflect the organization and interrelationships of application system components, modules and objects		3
	COMMENT:	This is an average response	

6.60	Validate and maintain the existing data dictionary and business glossary for schemas, tables, and elements in the DB2 data model. This documentation shall include both technical details (description, data type, character length, acceptable values, required, null acceptable, etc.) and business definitions. The vendor should use a modern data governance tool that supports a data dictionary and business glossary and establish a process for ensuring it is easily accessible, updated and maintained	4	
	COMMENT: I gave this response a higher than average score based on the amount of detail provided around building the documentation if it doesn't already exist.		
6.61	Prepare pre-production release software for production and pre-production testing	3	
	COMMENT: This is an average response		
6.62	Continually monitor data quality and identify opportunities for improvement	3	
	COMMENT: This is an average response		
SYSTEM PERFORMANCE/MONITORING			

6. 6 3	<p>Maintain/enhance monitoring policies, procedures and standards for the Applications including, but not limited to:</p> <ul style="list-style-type: none"> Monitoring of buffers, database buffers, table space fragmentation, database space, unusual growth and propose solution in case of alert Monitoring of System logs, update error, database corruption, jobs, and propose solution in case of alert Monitoring of transaction and trace logs, network event logs and traces, garbage collection, memory and CPU utilization, indexes, etc., and propose a solution in case of an alert or resource issues Monitoring of middleware (e.g., workflows, in- and out-bound queues) and report to DSHS according to agreed procedure Monitoring of end-to-end transaction response time to allow measurements against SLAs Monitoring of interfaces and batch and job scheduling 	4	
COMMENT:	I gave a higher than average score for this response as they gave a lot of detail around their monitoring tools.		
6. 6 4	Perform Applications related database administration tasks	3	
	This is an average response		
M&O IMPROVEMENTS			
6. 6 5	<p>Continually identify, and where appropriate and approved, implement M&O improvement opportunities such as:</p> <ul style="list-style-type: none"> Improving or automating support processes Removing unused, orphaned or "dead code" Identifying opportunities to retire legacy systems Improving the quality and modularity of developed code Proactive elimination of recurring problems 	3	This is an average response

	<ul style="list-style-type: none"> • Improve performance management • Improve capacity management 		
IMPLEMENT ENHANCEMENT REQUIREMENTS			
6. 6 6	Ensure all service and enhancement requests are logged in the DSHS defined ITSM tool.	3	
	COMMENT: This is an average response		
6. 6 7	Support the annual planning for technology refresh in compliance with software vendor licensing and specifications and upgrades	3	
	This is an average response		
6. 6 8	Produce cost and labor hour estimates based on DSHS' scope definition document	3	
	This is an average response		

6.69	Collaborate with DSHS to clarify any ambiguous requirements and/or to collect more information required to produce a proposal for a specific scoping document	3	
	COMMENT: This is an average response		
6.70	Provide architectural design approach and cost estimation documentation and justification to DSHS and receive approval from DSHS prior to commencing DDI activities on any scoping document	3	
	COMMENT: This is an average response		
6.71	Provide estimates which capture the projects scope, schedule, budget (including DSHS resources), testing plan, staffing plan, infrastructure impact training plans and milestones/deliverables and a release check-list	3	
	COMMENT: This is an average response		
6.72	Create conceptual and functional specifications	4	
	COMMENT: This response has a lot of detail around their processes so I gave a better than average score.		

6. 7 3	Create design documents including architecture, security and technical design		3	
	COMMENT:	This is an average response		
6. 7 4	Provide infrastructure requirements to DSHS in DSHS' required format		3	
	COMMENT:	This is an average response		
6. 7 5	Develop application changes including configuration changes/modifications and custom development		3	
	COMMENT:	This is an average response		
6. 7 6	Conduct walk-through review of configuration change/modification/development		3	
	COMMENT:	This is an average response		

6. 7 7	Program, compile and document configuration changes/modifications/new code developed		3	
	COMMENT:	This is an average response		
6. 7 8	Develop integration strategy (with external applications) and provide functional specifications for any development required on external system		3	
	COMMENT:	This is an average response		
6. 7 9	Perform testing outlined in the proposal (E.g. unit testing, integration testing, regression testing) on all changes		3	
	COMMENT:	This is an average response		
6. 8 0	Manage Application environments during test cycles		3	
	COMMENT:	This is an average response		

6.81	Update all related technical architecture and design documentation	3	
	COMMENT: This is an average response		
6.82	Maintain overall accountability for management of technical/System documentation	3	
	COMMENT: This is an average response		
6.83	Maintain existing technical/System documentation as required to reflect System changes and/or to enhance or improve quality of documentation	3	
	COMMENT: This is an average response		
6.84	<p>Establish coding standards (based on DSHS policies and standards), document standards, obtain DSHS approval, and ensure all project teams conform to these standards. The process for enforcing coding standards must:</p> <ul style="list-style-type: none"> • Include validations to ensure that code comments and in-line code documentation is properly implemented • Utilize a combination of code peer reviews, custom tools and third-party tools including open source tools • Include the production of reports demonstrating code standards enforcement and coverage across code base • Include specific processes to ensure code reusability and enforcement of code reusability standards • Include support for the DSHS quality assurance team to perform periodic or random audits and code reviews 	3	

	COMMENT:	This is an average response		
6. 8 5	Continually identify and implement software development process improvement opportunities such as: <ul style="list-style-type: none"> • Implementing automated regression testing, performance testing, etc. • Implementing tools • Enhancements to methodology 		3	
	COMMENT:	This is an average response		
ENTERPRISE DATA WAREHOUSE				
6. 8 6	Analyze the business users' requests to gain a high level understanding of requirements and costs		4	
	COMMENT:	This response provided a lot of detail regarding the process for responding to high level costs so I gave a better than average score.		
6. 8 7	Work with requestor to fully understand their business need		3	
	COMMENT:	This is an average response		

6. 8 8	<p>Leverage multiple techniques to ensure their business needs are fully understood and addressed including, but not limited to:</p> <ul style="list-style-type: none"> • Developing mock-ups • Developing proof of concepts • Providing training/demos • Leveraging DSHS's approach to development 	4	
	<p>This response provided quite a bit of detail around their processes for understanding business needs so I gave a higher than average score.</p>		
6. 8 9	<p>Support testing to ensure accurate data prior to migrating to production</p>	3	
COMMENT:	<p>This is an average response</p>		
6. 9 0	<p>Follow meta data practices and policies to ensure business data is well defined and can be used by the business users</p>	3	
COMMENT:	<p>This is an average response</p>		
6. 9 1	<p>Provide data user support after the data/report/tool goes into production</p>	3	

	COMMENT:	This is an average response		
6. 9 2		Find opportunities to streamline reports provided including identifying opportunities to consolidate reports	3	
	COMMENT:	This is an average response		
6. 9 3		Develop and maintain programs and interfaces (ETL) for extracting data from systems of records	4	
	COMMENT:	This response provided a lot of detail around the ETL process so I gave a better than average score.		
6. 9 4		Develop and maintain programs and interfaces (ETL) for transforming data in support of business intelligence tooling and services	4	
	COMMENT:	This response provided a lot of detail around the ETL process so I gave a better than average score.		
IT OPERATIONS SUPPORT REQUIREMENTS				

6. 9 5	Develop, manage and maintain knowledge base to improve self-service and help desk's capabilities to address user questions		3	
	COMMENT:	This is an average response		
6. 9 6	Escalate tickets to Level 2/3 support when additional application knowledge is required; manage, track and report tickets through the process		3	
	COMMENT:	This is an average response		
6. 9 7	Participate in system incident management reporting, tracking, escalation and resolution activities		3	
	COMMENT:	This is an average response		
SUPPORT, MAINTAIN, AND OPERATE ENTERPRISE IT PROCESSES →CAPACITY MANAGEMENT				
6. 9 8	Develop/maintain and administer comprehensive DSHS Capacity Management process, including, but not limited to: <ul style="list-style-type: none"> • Developing capacity forecasts based on forecasted usage (e.g. adding users, adding functionality) • Monitoring IT resources (e.g. applications, OS, servers, database, network, disks) usage to enable proactive identification of capacity and performance issues and recommend changes 		4	

	<ul style="list-style-type: none"> Identify areas where capacity levels can be increased while decreasing operating costs by changing the architecture/design Implement tools that allow for capacity monitoring/trending 		
	<p>COMMENT: This response gave a lot of detail for each requirement so I gave a better than average score.</p>		
6.99	Provide capacity projections report for all DSHS infrastructure and applications supported by the vendor and as required by DSHS	4	
	<p>COMMENT: This response gave a lot of detail about capacity planning so I gave a better than average score</p>		
6.100	Provide utilization and capacity reporting	3	
	<p>COMMENT: This is an average response</p>		
SUPPORT, MAINTAIN, AND OPERATE ENTERPRISE IT PROCESSES →CHANGE AND RELEASE MANAGEMENT			
6.101	Collaborate with DSHS to maintain and adhere to change and release management processes, procedures and standards to be followed to by all of DSHS's applications systems supported by the vendor	3	

	COMMENT:	This is an average response		
6.102	Collaborate with DSHS to maintain and adhere to standard procedures and methods for each type of change including application services, interfaces, hardware, operating systems, databases, storage, network, batch schedule changes, etc.		3	
	COMMENT:	This is an average response		
6.103	Collaborate with DSHS to maintain and adhere to a schedule of planned changes and provide to DSHS for review as required.		3	
	COMMENT:	This is an average response		
6.104	Manage and maintain the processes and procedures for production deployment (including roll-back planning)		3	
	COMMENT:	This is an average response		
6.105	For each release, ensure the change request has developed a business contingency/back out plan		3	

	COMMENT:	This is an average response		
6.106		Ensure all DSHS vendors and partners comply with change/release management policies and procedures and environment configurations remain synchronized. For this requirement, the Bidder will only be responsible for identifying and escalating where necessary, for any lack of alignment with policies and procedures.	3	
	COMMENT:	This is an average response		
6.107		Modify/update configuration database, asset management items, and service catalog (if applicable) to reflect any implemented changes	3	
	COMMENT:	This is an average response		
SUPPORT, MAINTAIN, AND OPERATE ENTERPRISE IT PROCESSES → CONFIGURATION MANAGEMENT				
6.108		Develop/maintain/enhance configuration management processes, procedures and standards to support multiple vendors	3	
	COMMENT:	This is an average response		

6. 1 0 9	Develop/maintain configuration management processes, policies and procedures for tracking system change		3	
	COMMENT:	This is an average response		
6. 1 1 0	Maintain configuration management tools to track and inventory the configuration of the appropriate environments		3	
	COMMENT:	This is an average response		
6. 1 1 1	Ensure all ESA ITS vendors and partners are using configuration management tools and comply with policies and procedures and environment configurations remain synchronized. For this requirement, the Bidder will only be responsible for identifying and escalating where necessary, for any lack of alignment with policies and procedures.		3	
	COMMENT:	This is an average response		
6. 1 1 2	Establish process for verifying the accuracy of configuration items, adherence to configuration management process and identifying process deficiencies		3	
	COMMENT:	This is an average response		

6. 1 1 3	Provide DSHS with configuration management reports as required and defined by DSHS	3	
	COMMENT: This is an average response		
6. 1 1 4	Ensure up-to-date and accurate system changes are captured in the configuration management tools; that changes were made as prescribed and that the documentation of items and systems reflects their true configurations, and that any errors are reported to DSHS immediately	3	
	COMMENT: This is an average response		
6. 1 1 5	Maintain an inventory of all configuration items in the DSHS environment for which the vendor will be providing M&O services (including all attributes captured on the application inventory provided in the procurement library)	3	
	COMMENT: This is an average response		
SUPPORT, MAINTAIN, AND OPERATE ENTERPRISE IT PROCESSES →INCIDENT MANAGEMENT			
6. 1 1 6	Ensure rapid incident detection, ownership, recording, monitoring, tracking, reporting and communications. Log system incidents into the current ticket tracking system and outage log in a timely manner in alignment with the DSHS' processes, policies and procedures	3	

	COMMENT:	This is an average response		
6.117		Continually review the status of open incidents and related problems, and the progress being made in addressing problems related to the Applications	3	
	COMMENT:	This is an average response		
6.118		Lead incident management investigation and analysis, and provide status and incident impact categorization	3	
	COMMENT:	This is an average response		
6.119		Lead process for diagnosis and resolution of critical incidents	3	
	COMMENT:	This is an average response		
PROBLEM MANAGEMENT SERVICES AND ROOT CAUSE ANALYSIS				

6. 1 2 0	<p>Support the Problem Management role and associated responsibilities including, but not limited to:</p> <ul style="list-style-type: none"> • Receive and log incidents and problems from Level 1/2 help desks • Categorize and log problems • Apply formal methods for problem assessment, troubleshooting, and diagnosis • Identify problem characteristics and root cause • Notify DSHS Staff and third party Service Provider(s) as required • Monitor problems until permanent resolution • Provide ongoing communication and reporting on the status of problem resolution • Communicate resolution status and provide closure notification • Provide analysis and trends of problems and report findings on a monthly basis 	3	
	<p>COMMENT: This is an average response</p>		
6. 1 2 1	Track and report recurring incidents or failures and provide associated consequences of repeating incidents	3	
	COMMENT: This is an average response		
6. 1 2 2	Track and analyze all potential modifications (e.g. problem/defects, enhancements, projects across infrastructure) for all Application DDI vendors and report to DSHS for prioritization and approval to commence	3	
	COMMENT: This is an average response		

SECURITY ADMINISTRATION			
6. 1 2 3	<p>Establish a mechanism to ensure comprehensive and up-to-date policies and procedures to help governance activities related to access and identity management as well as information privacy and protection:</p> <ul style="list-style-type: none"> • Privacy Impact Assessment • System Security Plan and workbook • Information Security Risk Assessment • Information protection governance • Change management • Incident Response • NIST 8--53 R4 Compliance Matrix • NIST 800 Controls Mapping 	3	
	<p>COMMENT: This is an average response</p>		
6. 1 2 4	<p>Enhance and maintain security documentation (Security Plan, Security Architecture and Access Policies and procedures, information protection governance, incident response, risk assessment, PIA, SSP and Workbook and other related security documents) to support an enterprise approach to include multiple vendors and multiple divisions</p>	3	
	<p>COMMENT: This is an average response</p>		
6. 1 2 5	<p>Develop and maintain all documentation required for security audits and internal control and control testing</p>	3	

	COMMENT:	This is an average response		
6. 1 2 6		Provide a documented set of controls that is used to ensure the separation of data and security information among customer applications	3	
	COMMENT:	This is an average response		
6. 1 2 7		Provide documented procedures to perform background checks on personnel with administrative or other privileged access to servers, applications or customer data	3	
	COMMENT:	This is an average response		
6. 1 2 8		Provide documented procedures and establish procedures for vulnerability management, intrusion prevention, incident response, and incident escalation and investigation	3	
	COMMENT:	This is an average response		
6. 1 2 9		Provide documented identity management and help desk procedures for authenticating callers and resetting access controls, as well as for establishing and deleting accounts	3	

	COMMENT:	This is an average response		
6. 1 3 0		Ensure all security controls required to meet DSHS' security policies are in place and followed	3	
	COMMENT:	This is an average response		
6. 1 3 1		Provide security and proactive monitoring on the dedicated and shared environment at the infrastructure level	3	
	COMMENT:	This is an average response		
6. 1 3 2		Monitor security to ensure compliance to Federal security regulations and approved Application plans, processes and procedures	3	
	COMMENT:	This is an average response		
6. 1 3 3		Develop/maintain/follow a documented process for evaluating security alerts from OS and applications vendors, shielding systems from attack until patched, and installing security patches and service packs	3	

	COMMENT:	This is an average response		
6. 1 3 4		Demonstrate that the security staff average more than four (4) years' experience in information security	3	
	COMMENT:	This is an average response		
6. 1 3 5		Demonstrate that more than 75% of the Bidder's security staff has current security industry certification, such as from the Certified Information Systems Security Professional certification program (www.isc2.org), Global Information Assurance Certification or equivalent. Proof of certification must be made available to DSHS upon request.	3	
	COMMENT:	This is an average response		
6. 1 3 6		The Bidder will be responsible for providing access and authorization to systems. Examples Include: <ul style="list-style-type: none"> • Application specific access • Removing old IDs • Shutting off system authorizations 	3	
	COMMENT:	This is an average response		
USER ACCOUNT MANAGEMENT				

6. 1 3 7	Coordinate administration of security access to the DSHS ACES Complex of Applications and dedicated functionality		3	
	COMMENT:	This is an average response		
6. 1 3 8	Adhere to DSHS policies for adding, changing, enabling/disabling and deleting log-on access of DSHS employees, agents and subcontractors		3	
	COMMENT:	This is an average response		
6. 1 3 9	Perform log-on/security-level access changes at the OS and system software levels as detailed in profiles and policies		3	
	COMMENT:	This is an average response		
6. 1 4 0	Develop, document, manage and maintain user account maintenance procedures including, but not limited to:		3	
	<ul style="list-style-type: none"> • Configuration of new users, roles and responsibilities, credentials, etc. • Users Refresh/Change/Updates • Deletion of Users 			

	COMMENT:	This is an average response		
APPLICATION SYSTEM OPERATIONS SUPPORT				
6. 1 4 1	Develop, document and manage the processes and procedures for Interfaces and Batch Operations Architecture		3	
	COMMENT:	This is an average response		
6. 1 4 2	Define job scheduling requirements, application software interdependencies, and rerun requirements for all production jobs		3	
	COMMENT:	This is an average response		
6. 1 4 3	Utilize and manage scheduling tools for automating job execution (e.g., job workflow processes interdependencies, rerun requirements, file exchange functions, and print management)		3	
	COMMENT:	This is an average response		

6. 1 4 4	Maintain master job schedule and execute all batch jobs	3	
	COMMENT: This is an average response		
6. 1 4 5	Perform job monitoring and manage resolution of any failed jobs	3	
	COMMENT: This is an average response		
6. 1 4 6	<p>Monitor all Applications as agreed to in the documented monitoring policies, procedures and standards. Identify and report Application problems. This includes but is not limited to:</p> <ul style="list-style-type: none"> • Monitoring of buffers, database buffers, table space fragmentation, database space, unusual growth and propose solution in case of alert • Creation and monitoring of System logs, update error, database corruption, jobs, and propose solution in case of alert • Creation and monitoring of transaction and trace logs, network event logs and traces, garbage collector, memory and CPU utilization, indexes, etc., and propose a solution in case of an alert or resource issues • Monitoring of middleware (e.g., workflows, in- and out-bound queues) and system services, and report to DSHS according to agreed procedure • Monitoring of end-to-end transaction response time to allow measurements against SLAs • Monitoring of interfaces, and batch and job scheduling 	3	

	COMMENT:	This is an average response		
ACCOUNT MANAGEMENT AND QUALITY ASSURANCE REQUIREMENTS				
6. 1 4 7		Propose Account Management structure, planning and procedures	4	
	COMMENT:	I like the account management structure in the response so I gave a better than average score.		
6. 1 4 8		Provide team that meets all qualifications outlined in the contract for the duration of the engagement unless explicit approval is received by DSHS in writing	3	
	COMMENT:	This is an average response		
6. 1 4 9		Maintain and implement Account Management structure, planning and procedures accordingly.	3	
	COMMENT:	This is an average response		

6.150	Develop a service process that clearly defines how to order, change or delete services	3	
	COMMENT: This is an average response		
6.151	Provide monthly status reports capturing all elements outlined in the contract, including but not limited to: <ul style="list-style-type: none"> • Performance against SLAs • Activities performed during reporting period • Activities planned in the next reporting period • Risks and Issues • Status of any active enhancement projects against agreed upon scope, schedule and budget • Status of any active Additional Services Work Efforts 	3	
	COMMENT: This is an average response		
SLR PERFORMANCE MANAGEMENT (ATTACHMENT 02)			
6.152	Define and implement methods for monitoring Service Level Requirements which govern the relationships between internal and external service providers (vendors), including provisioning, response times, etc.	3	
	COMMENT: This is an average response		

6. 1 5 3	Monitor and report performance against service level requirements to DSHS		3	
	COMMENT:	This is an average response		
APPLICATION QUALITY MANAGEMENT				
6. 1 5 4	Participate in and address any findings in the following areas <ul style="list-style-type: none"> • Operations and service management • Quality assurance and control program process 		3	
	COMMENT:	This is an average response		
6. 1 5 5	Provide hours worked by employee broken down by task as defined by DSHS		3	
	COMMENT:	This is an average response		
6. 1 5 6	Provide application service level reporting based on agreed upon SLR Targets		3	

	COMMENT:	This is an average response		
DECOMPOSITION PLAN				
6. 1 5 7	<p>Develop and maintain a Decomposition Plan. The Decomposition Plan shall address the proper action items required to transition from the current architecture to the to-be architecture throughout the IE&E Project(s) while ensuring no/low impact to Washingtonians who rely on ACES for critical services. The Decomposition Plan shall include the following:</p> <ul style="list-style-type: none"> • Current ACES application landscape and data analysis <ul style="list-style-type: none"> – Applications: List IT applications and systems to be sunset, as well as those that may be needed in the to-be architecture. – Integrations between applications: Document upstream and downstream systems (according to the current state) that touch ACES and potential impacts as touchpoints are retired. – Features: Capture the lowest level capabilities that ACES performs for current clients. – Data flows: Capture data elements to and from the ACES system. • Transition into the target state architecture (IE&E Modernization Products) <ul style="list-style-type: none"> – Applications: Identify components to be sunset, replacement candidates, and gaps. – Integrations: Approach to minimize impacts to integrated services and current architecture. – Features: Plan to retaining features or capabilities during the sunseting of the associated ACES components. • Data Decommissioning: <ul style="list-style-type: none"> – Identify and complete data backup requirements – Identify and schedule on-premises servers for decommissioning – Cancel maintenance and software contracts related to decommission services <p>Additionally, the Decomposition Plan should include approach, timelines, risk assessment, KPIs, and monitoring for the areas noted above.</p> <p>Please attach a sample Decomposition Plan from a similar legacy replacement engagement.</p>		4	

	COMMENT:	This response gave a lot of detail and a sample decomposition plan so I gave a better than average score	4	
M&O TURN OVER SERVICE REQUIREMENTS				
6.158		Create a detailed Turn-Over Plan that covers all activities and the efforts of all involved parties. This part of the plan should express this in time and budget requirements, action ownership and program governance.	3	
	COMMENT:	This is an average response		
6.159		Complete inventory of all assets covered by the Contract and required to provide the services	3	
	COMMENT:	This is an average response		
6.160		<p>Ensure that the M&O Turn-Over Plan includes handing over the key assets in an agreed-to format. These assets include, but are not limited to:</p> <ul style="list-style-type: none"> • Customer and other records (including subcontractor agreements that are required to provision the services) • Configuration information • Databases • Documentation • Asset registers • Programs • Knowledge databases 	3	

	<ul style="list-style-type: none"> • Fault databases • Asset maintenance history and status • Manuals • Process and procedure documentation • Any other similar items that the Bidder used or produced during the course of, or for the purpose of, provisioning the services or relating to the configuration control of the services • Source code • Development tools and procedures • Architecture and design documents to include logical system models, diagrams and blueprints 		
	<p>COMMENT: This is an average response</p>		
6.161	Hold briefings on the status and comprehensive nature of all items handed over	3	
	<p>COMMENT: This is an average response</p>		
6.162	Complete knowledge transfer of the services to DSHS or alternate service provider(s)	3	
	<p>COMMENT: This is an average response</p>		

6. 1 6 3	Define the means by which no interruption of the provision of the services, or reduction in service levels, will occur during the handover period, and during transfer to DSHS or the new service provider	3	
	COMMENT: This is an average response		
6. 1 6 4	Arrange for the provisioning of a physical data room into which information shall be placed, for the organization and the new service provider to inspect and make copies for removal	3	
	COMMENT: This is an average response		
6. 1 6 5	Manage the implementation of the Turn-Over Plan and the Disentanglement Plan	3	
	COMMENT: This is an average response		
6. 1 6 6	Manage regularly scheduled and ad hoc meetings, as well as other communications, to address issues that may affect how involved parties perform their responsibilities in relation to the Turn-Over Plan and/or the Disentanglement Plan	3	
	COMMENT: This is an average response		

6. 1 6 7	Assist DSHS in developing the final handover and acceptance criteria	3	
	COMMENT: This is an average response		
6. 1 6 8	Introduce the new service provider to all relevant information and training to allow the service provider to leverage the DSHS ACES Platform, tools and services and operate within the multi-vendor environment, as required	3	
	COMMENT: This is an average response		
PREVENTATIVE MAINTENANCE			
6. 1 6 9	<p>Examples of preventative maintenance include:</p> <ul style="list-style-type: none"> • Addressing documented problems that would save enough analyst support time or have material impact on the business to justify making code changes • Reducing time spent looking for the root cause of problems regardless of whether any action is taken • Code refactoring such as extracting one or more smaller sub-routines from a larger routine or removing duplicate routines and replacing with one shared function. • Removing obsolete code or application modules that are no longer in use. • Improving internal support-related processes. • Making JCL changes to include table backups/reorganizations. 	3	

	COMMENT:	This is an average response		
6.170		<p>DSHS and the Bidder will minimize the potential impact of future events on the supported applications by agreeing to exchange any information — business, functional and technical — of expected events that might require preventive actions in regard to the supported applications. The following, non-exhaustive, list of events will trigger preventive maintenance activities:</p> <ul style="list-style-type: none"> • Changing business volumes • Application packages releases by any Independent Software provider • Application packages patches and fixes • Revisions, and upgrades to platform software and utilities • Special events, such as state and federal holidays, marketing initiatives, fiscal year end 	3	
	COMMENT:	This is an average response		
6.171		<p>On notice of such a special event, the Bidder will analyze the impact of the event on supported applications and propose a solution as a work request. Acceptance and fulfillment of such work request will be in accordance with the procedure as set out in this Agreement. The following, non-exhaustive, list of preventive maintenance activities can occur:</p> <ul style="list-style-type: none"> • Application of release upgrades • Application of system patches • Archiving or purging as appropriate to free up storage for expected data volume increase • Pre-production execution simulation • Testing for special events 	3	

	COMMENT: This is an average response		
ADAPTIVE MAINTENANCE			
6. 1 7 2	<p>DSHS and the Bidder further agree that there are standardized work requests with known effort and lead time that can be requested by DSHS as part of Adaptive Maintenance activities. The Bidder will respond to such Pre-Approved work requests by DSHS within the agreed lead time as set out for each Pre-Approved work request.</p> <p>Examples Include:</p> <ul style="list-style-type: none"> • Installation, configuration and testing of dot releases and patches of Bidder package/COTS software (including security patches) • Required upgrades to a new version of the application’s DBMS, language(s), utilities and/or operating system • Testing the application following changes to the hardware environment such as server upgrades, virtualization, etc. • Changes to support application security • Required modifications due to new Framework versions • Changing JCL due to changes in versions of software support tools • .Net, Java upgrades • Ensuring software is maintained within an N-1 revision level unless agreed upon by DSHS • Implement and integrate major software upgrades according to the application list contained in Section 5.4 - ACES System Software • Logging and monitoring of system performance, system events, issues and errors, and storage of system logs for log review, analysis and correlation <p>This does not include implementation of a Contractor package/COTS software which include a substantial amount of new or changed business functionality and require significant effort to implement.</p>	3	
	COMMENT: This is an average response		
PERFECTIVE MAINTENANCE			

6. 1 7 3	<p>The vendor understands and accepts that it bears the responsibility to continuously aim for improving the performance and efficiency of the supported applications. The Bidder therefore consistently analyzes the potential improvement areas to maximize the transaction processing capabilities of the supported applications and shorten the effort required to manage the supported applications. The following, non-exhaustive, list of perfective maintenance activities can occur:</p> <ul style="list-style-type: none"> • General performance tuning • Improve incident and change response • Improve incident resolution processes • Increase automation to shorten change request implementations • Archiving to increase application performance • Database performance tuning • Platform Optimization 	3	
COMMENT:	This is an average response		
DESIGN DOCUMENTATION			
6. 1 7 4	<p>The Bidder will be responsible for conducting systems analysis and producing design documentation that reflects any changes or adjustments to the as-built architecture diagrams. The development of such documentation will be based on formal requirements specifications and will follow a formal process of analysis and design. The products of analysis and design will include a reflection of logical and functional changes to the hardware and software components of the system.</p>	3	
COMMENT:	This is an average response		
SYSTEM DOCUMENTATION			

6. 1 7 5	<p>The Bidder will be responsible for maintaining existing system documentation that describes the system landscape in the form of as-built architecture diagrams/blueprints, configuration specifications, operating guides and instructions. System changes and enhancements will build upon the as-built documentation, developing new documentation as needed.</p> <p>System documentation for infrastructure and application software shall include system support and design documentation.</p> <p>This includes maintaining and setting up system documentation in DSHS agreed upon repositories.</p>	3	
COMMENT:	This is an average response		
BUSINESS RULES MAINTENANCE			
6. 1 7 6	<p>The Bidder will be responsible for updating business rules. This includes:</p> <ul style="list-style-type: none"> • Updating business rules stored in editable tables • Explanations of and assistance with setting up Supplemental Tables • Change of business rules requiring changes to code 	3	
COMMENT:	This is an average response		
SYSTEM AUDITS			

6. 1 7 7	The Bidder will be responsible for supporting system audits by providing requested reports, data and information.	3	
COMMENT:	This is an average response		
DATA DISCREPANCIES			
6. 1 7 8	<p>Examples of data discrepancies Include:</p> <ul style="list-style-type: none"> • End user misuse of system functionality that can cause undesired effects. DSHS is then asked to "fix" the data • Customers ask DSHS to investigate data mismatches between two systems and it turns out not to be a system problem, but the way the user was looking at the data • Physically manipulating production data caused by a customer's inappropriate use of the system • Instances where screen level field edits are not implemented or enabled • Circumstances where referential integrity of data is not enforced 	4	
COMMENT:	This response had a lot of detail around their data fix processes so I gave a better than average score.		
<p>4. 3 Key Personnel</p> <p>The contract resulting from this competitive solicitation will require highly skilled resources with a high level of management. Bidders shall describe in detail their approach to sourcing and managing high level staffing contracts. Bidders shall submit a one page resume for each of the key personnel listed in Section A.7.2. Individual resumes shall clearly indicate which roll each resource will be assigned.</p>		200 MAX POINTS	TOTAL SCORE: 130
	The contract resulting from this solicitation will require that any change in key staff will be subject to prior DSHS approval. The contract will also provide that DSHS may request the removal of selected staff on three (3) days'	3	

4. 3. 1	notice and provide replacement staff without impacting the schedule. Describe your firms approach to sourcing highly skilled resources on short timelines		
1	COMMENT: This is an average response		
4. 3. 2	The Bidder must commit that staff identified in its response will actually perform the assigned work. Any staff substitution must have the prior approval of DSHS. Please indicate your agreement to the statements above.	3	
2	COMMENT: This is an average response		
4. 3. 3	Discuss the Bidder's plans to avoid and minimize the impact of staff changes.	3	
3. 3	COMMENT: This is an average response		
4. 3. 4	Provide a narrative describing the proposed team and their approach to working with DSHS.	4	
4	COMMENT: This response provided a lot of detail around their proposed structure and their approach so I gave a higher than average score.		
4. 3. 5	Provide a proposed organizational structure.	4	
5	COMMENT: This response had a lot of detail around how they are proposing their project team so I gave a better than average score.		
	Describe the Bidder's policies, plans, and intentions regarding maintaining continuity of personnel assignments throughout the performance of any Work Order resulting from this Work Request.	3	

4. 3. 6	COMMENT: This is an average response		
4. 3. 7	Address how availability of any of the proposed staff for this Engagement could be impacted from existing contracts to which they are currently assigned or from other potential contracts for which they are proposed. Where such cases exist, identify the priority DSHS would have in cases of conflict	3	
	COMMENT: This is an average response		
4. 3 8	Describe how your company will ensure continuity of service in the event your resource becomes unavailable during the term of this Work Order.	3	
	COMMENT: This is an average response		
4.4 Bidder Engagements. Bidders shall provide information on least three (3) successful Engagements with different clients. At least one (1) of the Engagements should be similar or larger in scope and complexity to this RFP. Bidders must describe how their engagements are similar or larger in scope and complexity to this project. Present a discussion of the Bidder's specific experience in the performance of similar Engagements to manage, plan, design, develop, and implement successful efforts that meet the criteria of this RFP. Clearly describe the scope and scale of those Engagements. Describe why your experience positions your firm as the best candidate for this Engagement.		100 MAX SCORE	TOTAL SCORE: 80
4. 4 1	Engagement 1		

	COMMENT:	All of the successful engagements shared in this response were very similar to the criteria in this RFP so I gave a better than average score.		
4. 4 2	Engagement 2			
	COMMENT:	Click here to enter text.		
4. 4 3	Engagement 3			
	COMMENT:	Click here to enter text.		
	Other			
	COMMENT:	Click here to enter text.		

4.6 Contract Questionnaire		100 MAX SCORE	TOTAL SCORE: 67
This Section of the Bidder Response Form contains questions regarding the vendor's capability. Responses shall utilize the space provided below. If the contractor requires additional space, additional pages may be added. DSHS is interested in knowing the following information about a vendor's experience and approach managing complex systems.			
4. 6. 1	What is your company's and staff's specific experience with large, highly integrated ecosystems	3	
	COMMENT: This is an average response		
4. 6. 2	What is your company's and staff's specific experience with in the public assistance domain?	3	
	COMMENT: This is an average response		
4. 6. 3	What is your approach to working with multiple vendors and agencies in support of a single project? The ACES environment impacts millions of customers and many State agencies, please be specific in your approach and experience	3	
	COMMENT: This is an average response		

4. 6. 4	What is your approach to managing development efforts in parallel with the legacy system undergoing continuous enhancements?	3	
	COMMENT: This is an average response		
4. 6. 5	What is your approach to developing and maintaining a Decomposition Plan and modular transition activities?	4	
	COMMENT: This response provided a lot of detail around their approach to a decomision plan so I gave a better than average score.		
4. 6. 6	What is your experience for implementing integrated business rules for multiple public assistance programs such as Medicaid, Supplemental Nutrition Assistance Program, Temporary Assistance for Needy Families, etc.?	4	
	COMMENT: This response shows a lot of experience with other states so I gave a better than average score.		
4. 6. 7	What are the critical elements to assuming responsibility for ACES? What will you require from the incumbent contractor or the state in order to assume responsibility?	4	

	COMMENT:	This is an average response		
4. 6. 8		Describe the approach to maintaining 24/7 support. How are after hours issues handled?	3	
	COMMENT:	This is an average response		
4. 6. 9		Describe the approach to monitoring Service Level Requirements which govern the relationships between internal and external service providers (vendors), including provisioning, time to respond to requests etc.	3	
	COMMENT:	This is an average response		
4. 6. 10		In Section B of the RFP the HHS Coalition describes a list of modular components being considered by the IE&E Workgroup. Describe, in detail, your approach to maintaining and operating a legacy environment, similar to that described in this RFP, while also supporting a major modernization effort of that environment.	3	
	COMMENT:	This is an average response		

4. 6. 11	Describe your approach to developing a modular cost model that supports the incremental breakout of modules from the ACES Fixed Price.		3	
	COMMENT:	This is an average response		
	Describe any experience migrating a HHS mainframe to a cloud environment.		3	
	COMMENT:	This is an average response		
4. 6. 13	How does your company manage IT Service Level Requirements such as requiring system up time in excess of 99.9%? What is your approach to managing operations critical SLR's? What other critical SLR's has your organization dealt with in the past and what methods were used?		4	
	COMMENT:	This was a very detailed response regarding how they measure SLR's currently so I gave a better than average score.		
4. 6. 14	Are there requirements which we did not include but that you as a vendor commit to providing during the course of this engagement?		4	

	COMMENT:	This response has a lot of detail around the resources Deloitte has available to project staff so I gave a better than average score.		
4. 6. 15		What risks and opportunities should DSHS be consider as we envision the next five years of this system? How can you help us mitigate these risks and take advantage of emerging opportunities?	3	
	COMMENT:	This is an average response		

WRITTEN RESPONSE SCORING
September 19-October 14
RFP #2223-808
ACES M&O

Vendor Name: Deloitte

Evaluator Number: Evaluator #2

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 4.1 Executive Summary	75 points
Section 4.2 Bidder Performance Requirements	200 points
Section 4.3 Key Personnel	200 points
Section 4.4 Bidder Engagements	100 points

Section 4.6 Contract Questionnaire

100 points

If you have questions, please direct them to Nicole Kahle, Solicitation Coordinator, phone 360-664-####. 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 #2223-808

You will be evaluating five parts of the bidder’s submission: Section 4.1 Executive Summary, 4.2 Bidder Performance Requirements, 4.3 Key Personnel, 4.4 Bidder Engagements, and 4.5 Contract Questionnaire. If a question requires Bidders to submit additional documents, they will be included in an attached document.

4.	4.1 BIDDER Executive Summary (75 Points)	75 MAX POINTS
A	<p>The executive summary should describe the Bidder’s response at a high level in terms of Engagement approach, perspective, staffing, skill levels, and overall Work Description. It should demonstrate that the Bidder understands the scope and objectives of the Engagement. The executive summary should describe the bidder’s high level approach and plan for providing transition services that support the modular transition and legacy decomposition approach</p> <p>The Bidder shall provide a corporate description with sufficient information to substantiate proven expertise in the products and services being requested in this RFP.</p> <p>The Bidder shall disclose any company restructurings, mergers, and acquisitions over the past five (5) years or during the course of this project.</p> <p>The Bidder shall specify the location of the organization’s principal office and the number of executive and professional personnel employed at this office.</p> <p>The Bidder shall state the number of years the Bidder has been providing the products and services being proposed.</p> <p>The Bidder shall provide the name and the state of incorporation, if incorporated.</p> <p>The Bidder shall describe their standard project management methodology, the proposed project management approach for this project, and any tailoring of their standard methodology anticipated for this project.</p> <p>The Bidder shall agree to cooperate in good faith with DSHS to support three priority areas: 1) maintenance and support for the ACES system to ensure ongoing DSHS services are delivered; 2) timely development, testing and implementation of changes and modifications required by state or federal mandate; and 3) robust and timely support provided to DSHS and its IE&E partners for the planned transition to the new IE&E solution. Additional resources to meet these priorities will be added by the Change Order process.</p> <p>The Bidder shall provide a narrative for their overall approach to delivering the services required by DSHS including their approach to defining the Decomposition Plan</p>	<p align="center">TOTAL SCORE: 75</p>

	COMMENT:	Click here to enter text.	
4.2 Bidder Performance Requirements The contract resulting from this competitive solicitation will require the bidder to perform a wide array of technical tasks utilizing various resources. DSHS has provided a list of technical performance requirements in section 6 of the solicitation. Bidders shall refer to the technical requirements listed in section 6 and respond to each individual numbered requirement in a narrative format. Bidders shall provide information showing their understanding and capability to satisfy the requirement, including examples of previous contracts with similar performance requirements the contractor has accomplished successfully under any previous contracts. Bidder shall provide any assumptions made in creating responses to the requirements in this section			200 MAX POINTS TOTAL SCORE: 180
6.1	Collaborate to integrate the Bidder's operational activities into DSHS standard processes and continuously identify opportunities to improve the processes		3
	COMMENT:	Click here to enter text.	
6.2	Develop service requests whenever the Bidder requires changes to the infrastructure		4
	COMMENT:	Vendor provided detail to support this requirement.	
CAPACITY MANAGEMENT			
6.3	Collaborate with DSHS to understand any business trends which could impact systems' capacity requirements, analyze historical trends and provide capacity forecast		4
	COMMENT:	Vendor provided detail to support this requirement.	
	Participate in and adhere to DSHS' capacity planning processes		4

6.4	COMMENT:	Vendor provided details on how this requirement is supported.	
6.5		Advise Client of need to allocate additional processing resources or allocate additional storage resource based on predefined parameters and observed growth patterns	4
	COMMENT:	Vendor provided details on how this requirement is supported.	
OPERATIONAL PROCESS			
6.6		Participate and adhere to DSHS ITIL service management process	3
	COMMENT:	Click here to enter text.	
6.7		Deliver DevOps capability for continuous delivery following industry standards utilizing industry accepted automation tools	3
	COMMENT:	Click here to enter text.	
CHANGE/RELEASE MANAGEMENT			
6.8		Identify and submit any Application changes in compliance with DSHS' Change/ Release Management process	3
	COMMENT:	Click here to enter text.	
		Adhere to DSHS ITIL change/release processes	4

6.9	COMMENT:	Vendor provided detail information to support this requirement.	
6.10	Provide required documentation regarding each Application change/release		4
	COMMENT:	Vendor provided detail information to support this requirement.	
DevOps CAPABILITY			
6.11	Maintain Application software configuration in the DSHS source code management tool		4
	COMMENT:	Vendor provided detail information to support this requirement.	
6.12	Capture any Application software configuration changes included in any change request		3
	COMMENT:	Click here to enter text.	
6.13	Ensure up-to-date and accurate Application configurations are captured in the software configuration management tools; any errors should be reported to DSHS immediately		4
	COMMENT:	Vendor provided detail information to support this requirement.	
	Maintain an inventory of all applications in the DSHS environment for which the vendor will be providing M&O services (including all attributes captured on the application inventory provided in the procurement library)		4

6.14	COMMENT:	Vendor provided detail information to support this requirement.	
6.15		Manage source code in DSHS authorized source code management tool	4
	COMMENT:	Vendor provided detail information to support this requirement.	
6.16		Provide automated deployment methods using DSHS automated continuous deployment tools and technology as well as provide deployment documentation, scripts and configuration to the release processes	4
	COMMENT:	Vendor provided detail information to support this requirement.	
6.17		Ensure master copies of new software versions in a secured software library and update configuration databases	3
	COMMENT:	Click here to enter text.	
6.18		Manage infrastructure as code (IaC) for using DSHS virtualization tools (such as Puppet, Ansible, etc.) and technology for development, test and production environments.	4

	COMMENT:	Vendor provided detail information to support this requirement.	
6.19		Manage continuous delivery environments as needed by DSHS maintenance and operation and enhancement activities	4
	COMMENT:	Vendor provided detail information to support this requirement.	
DISASTER RECOVERY			
6.20		Participate in and complete all Application related disaster recovery activities outlined in the Disaster Recovery Plan	3
	COMMENT:	Click here to enter text.	
6.21		Participate in disaster recovery planning including developing/updating the disaster recovery plan, identifying required changes in the disaster recovery plan (e.g. a change in contact information)	4
	COMMENT:	Vendor provided detail information to support this requirement.	
6.22		The Bidder will be responsible for supporting the ACES Complex during disaster recovery and disaster recovery exercises. Bidder will be responsible for supporting and maintaining the applications in the disaster recovery environment and return from the disaster recovery environment to normal production. The Bidder will be responsible for ensuring the disaster recovery environment is functioning. Bidder responsibilities include, but are not limited to: <ul style="list-style-type: none"> Plan and schedule disaster recovery testing 	4

	<ul style="list-style-type: none"> • Document and perform recovery of the Application • Recover data and storage according to RTO/RPO requirements • Assist with/resolve remediation of recovery issues • Establish WAN connectivity from data center to the State/DSHS WAN • Return application from recovery site to normal production • Documentation of exercise • Actively participating in the execution of the recovery plan in the event of a disaster at the instruction of DSHS 	
	<p>COMMENT: Vendor provided detail information to support this requirement.</p>	
6. 2 3	Identify appropriate resources to support DSHS' disaster recovery planning, testing and execution	
	<p>COMMENT: Click here to enter text.</p>	3
6. 2 4	Perform tasks outlined in the Disaster Recovery Plan in the event DSHS initiates a disaster	
	<p>COMMENT: Click here to enter text.</p>	3
HELP DESK AND INCIDENT MANAGEMENT		

6. 2 5	Adhere to application support escalation procedures. DSHS uses a tiered incident response process where incidents are triaged by DSHS staff prior to escalation to the next tier of support	3	
COMMENT:	Click here to enter text.		
6. 2 6	Provide Application Solution expertise and involvement for resolution of service, incident, problem and change, following DSHS ITIL process	4	
COMMENT:	Vendor provided detail information to support this requirement.		
6. 2 7	Log updates into the ticket tracking system in a timely manner in alignment with the DSHS' processes, policies and procedures	4	
COMMENT:	Vendor provided detail information to support this requirement.		
6. 2 8	Review the status of open service, incident, problem, change and related problems and the progress being made in addressing problems related to the applications	3	
COMMENT:	Click here to enter text.		

6. 2 9	Conduct/participate in incident and problem management review sessions and provide status and problem impact categorization	4	
	COMMENT: Vendor provided detail information to support this requirement.		
PROBLEM MANAGEMENT SERVICES AND ROOT CAUSE ANALYSIS			
6. 3 0	Provide expertise and be an active participant in the process to troubleshoot, diagnose and address the root cause of critical problems as required by DSHS (e.g. participate in "all hands on deck" meetings until a permanent fix to the incident is developed)	3	
	COMMENT: Click here to enter text.		
6. 3 1	Develop/maintain procedures for performing Root Cause Analysis (RCA) that meet requirements and adhere to defined policies	4	
	COMMENT: Vendor provided detail information to support this requirement.		
6. 3 2	Conduct proactive trend analysis to identify and mitigate recurring incidents	3	

	COMMENT: Click here to enter text.		
6. 3 3	Track and report recurring incidents or failures and provide associated consequences of repeating incidents if there is a business impact to DSHS	3	
	COMMENT: Click here to enter text.		
6. 3 4	Recommend solutions to address recurring incidents or failures	3	
	COMMENT: Click here to enter text.		
6. 3 5	Provide status report detailing the root cause of and work around procedure for correcting recurring incidents until closure through a permanent fix as determined by DSHS	3	
	COMMENT: Click here to enter text.		
SECURITY ADMINISTRATION			

6. 3 6	Adhere to access profiles and policies for adding, changing, enabling/disabling and deleting Log-On access for DSHS employees, agents and subcontractors to the ACES application	3	
	COMMENT: Click here to enter text.		
6. 3 7	Adhere to Application security plan based on DSHS and Federal application security requirements, standards, procedures, policies which includes, but is not limited to, procedures for security monitoring and log management functions, Application vulnerability management	4	
	COMMENT: Vendor provided detail information to support this requirement.		
6. 3 8	Adhere to DSHS' security policies and industry standards of physical and logical security plans	3	
	COMMENT: Click here to enter text.		
6. 3 9	Review all security patches relevant to the environment and classify the need and speed in which the security patches should be installed as defined by security policies	4	
	COMMENT: Vendor provided detail information to support this requirement.		

6.40	Support DSHS in performing security related activities and corrective action plans such as report development, controls documentation, HIPAA compliance activities, IRS 1075 compliance activities, performing security audits, etc.	3	
	COMMENT: Click here to enter text.		
6.41	Maintain all documentation required for Application security audits and internal control and control testing	3	
	COMMENT: Click here to enter text.		
6.42	Support the placement of systems with particularly sensitive data in controlled access areas. Only end-users with authorized access permission will be allowed to enter these areas (e.g., read access in logs, write access in some folders, etc.).	3	
	COMMENT: Click here to enter text.		
6.43	Provide a documented set of controls that is used to ensure the protection of data and security information among customer applications	3	
	COMMENT: Click here to enter text.		

6.44	Ensure all Applications and tools provide adequate protection of data that is covered by regulatory or other compliance requirements — for example, those of the U.S. HIPAA, IRS 1075, ACA and HITECH Acts	3	
	COMMENT: Click here to enter text.		
6.45	Adhere to documented procedures to ensure background checks are performed on vendor personnel with administrative or other privileged access to servers, applications or customer data per CFR, RCW, DSHS, and vendor policy (whichever is more stringent)	3	
	COMMENT: Click here to enter text.		
6.46	Adhere to documented procedures for super user privilege management and database activity monitoring controls or the equivalent to detect inappropriate behavior by personnel with administrative access.	3	
	COMMENT: Click here to enter text.		
6.47	Report any security violations to DSHS per DSHS policies.	4	
	COMMENT: Vendor provided detail information to support this requirement.		

6.48	Will follow and support DSHS Security Design Review process for all required actions.	3	
	COMMENT: Click here to enter text.		
6.49	Support audit requirements, when applicable. Support resolution of audit findings.	3	
	COMMENT: Click here to enter text.		
6.50	Support Forensic Investigations	3	
	COMMENT: Click here to enter text.		
USER ACCOUNT MANAGEMENT			
6.51	Develop/document/manage and maintain Application user account maintenance procedures including, but not limited to: <ul style="list-style-type: none"> • Configuration of new users, roles and responsibilities, credentials, etc. • Users Refresh / Change / Updates • Deletion of Users 	3	

	COMMENT:	Click here to enter text.		
6. 5 2		Provide assistance to DSHS, as required, in administering Application user accounts	3	
	COMMENT:	Click here to enter text.		
6. 5 3		Design, build and test application fixes	4	
	COMMENT:	Vendor provided detail information to support this requirement.		
6. 5 4		Address failures that cause crashes, hang-ups, data loss or corruption, erroneous results or any other Application related issues which impact the business' ability to perform their work (excluding warranty fixes and design issues, which are addressed elsewhere)	3	
	COMMENT:	Click here to enter text.		
6. 5 5		The Bidder will be responsible for fixing failures (not functioning as designed) that cause a crash, degraded state, data loss or corruption, erroneous results or no work around for a major documented function. Includes associated analysis, design, coding, testing, configuration, communications, documentation, and implementation. Also includes issues encountered in the course of keeping purchased application packages up and running.	4	

	<p>Examples include:</p> <ul style="list-style-type: none"> • Application errors • Release errors • Code merge errors • System is down • Data records not processing as designed due to coding problems • Problems transmitting data between systems • System generating Incorrect or misleading data • Data download failures • System clocking (due to an application problem) • Unacceptable user work around due to system bugs • Data contention errors 		
	<p>COMMENT: Vendor provided detail information to support this requirement.</p>		
<p>6. 5 6</p>	<p>Where the resolution of a defect or error requires changes to the application functionality or technology, the Bidder will initiate and fulfill a work request indicating the urgency. The following, non-exhaustive, list of changes are included in the Corrective Maintenance Services as part of defect or error resolution:</p> <ul style="list-style-type: none"> • User interface changes • Changes to system interfaces • Application module changes • Database changes • Modification to standard query structure • Report changes 	<p>4</p>	
	<p>COMMENT: Vendor provided detail information to support this requirement.</p>		

TOOL USAGE			
6. 5 7	Leverage all tools available to DSHS. DSHS' preference is to continue using the same tools, however, is open to changing tools if the Bidder can justify the migration.		4
	COMMENT:	Vendor provided detail information to support this requirement.	
APPLICATION OPERATIONS SUPPORT			
6. 5 8	Maintain/enhance procedures for performing Application specific administration.		3
	COMMENT:	Click here to enter text.	
6. 5 9	Develop new as-built system documentation and maintain existing as-built system logical design documentation and blueprints that reflect the organization and interrelationships of application system components, modules and objects		4
	COMMENT:	Vendor provided detail information to support this requirement.	

6.60	6.60	Validate and maintain the existing data dictionary and business glossary for schemas, tables, and elements in the DB2 data model. This documentation shall include both technical details (description, data type, character length, acceptable values, required, null acceptable, etc.) and business definitions. The vendor should use a modern data governance tool that supports a data dictionary and business glossary and establish a process for ensuring it is easily accessible, updated and maintained	4	
	COMMENT:	Vendor provided detail information to support this requirement.		
	6.61	Prepare pre-production release software for production and pre-production testing	4	
	COMMENT:	Vendor provided detail information to support this requirement.		
6.62	6.62	Continually monitor data quality and identify opportunities for improvement	3	
	COMMENT:	Click here to enter text.		
SYSTEM PERFORMANCE/MONITORING				

6. 6 3	<p>Maintain/enhance monitoring policies, procedures and standards for the Applications including, but not limited to:</p> <ul style="list-style-type: none"> • Monitoring of buffers, database buffers, table space fragmentation, database space, unusual growth and propose solution in case of alert • Monitoring of System logs, update error, database corruption, jobs, and propose solution in case of alert • Monitoring of transaction and trace logs, network event logs and traces, garbage collection, memory and CPU utilization, indexes, etc., and propose a solution in case of an alert or resource issues • Monitoring of middleware (e.g., workflows, in- and out-bound queues) and report to DSHS according to agreed procedure • Monitoring of end-to-end transaction response time to allow measurements against SLAs • Monitoring of interfaces and batch and job scheduling 	4	
COMMENT:	Vendor provided detail information to support this requirement.		
6. 6 4	Perform Applications related database administration tasks	3	
	Click here to enter text.		
M&O IMPROVEMENTS			
6. 6 5	<p>Continually identify, and where appropriate and approved, implement M&O improvement opportunities such as:</p> <ul style="list-style-type: none"> • Improving or automating support processes • Removing unused, orphaned or "dead code" • Identifying opportunities to retire legacy systems • Improving the quality and modularity of developed code • Proactive elimination of recurring problems 	4	

	<ul style="list-style-type: none"> • Improve performance management • Improve capacity management <p>Comments: Vendor provided detail information to support this requirement.</p>		
IMPLEMENT ENHANCEMENT REQUIREMENTS			
6. 6 6	Ensure all service and enhancement requests are logged in the DSHS defined ITSM tool.	3	
	COMMENT: Click here to enter text.		
6. 6 7	Support the annual planning for technology refresh in compliance with software vendor licensing and specifications and upgrades	3	
	Click here to enter text.		
6. 6 8	Produce cost and labor hour estimates based on DSHS' scope definition document	3	
	Click here to enter text.		

6.69	Collaborate with DSHS to clarify any ambiguous requirements and/or to collect more information required to produce a proposal for a specific scoping document	3	
	COMMENT: Click here to enter text.		
6.70	Provide architectural design approach and cost estimation documentation and justification to DSHS and receive approval from DSHS prior to commencing DDI activities on any scoping document	4	
	COMMENT: Vendor provided detail information to support this requirement.		
6.71	Provide estimates which capture the projects scope, schedule, budget (including DSHS resources), testing plan, staffing plan, infrastructure impact training plans and milestones/deliverables and a release check-list	4	
	COMMENT: Vendor provided detail information to support this requirement.		
6.72	Create conceptual and functional specifications	4	
	COMMENT: Vendor provided detail information to support this requirement.		

6. 7 3	Create design documents including architecture, security and technical design	3	
	COMMENT: Click here to enter text.		
6. 7 4	Provide infrastructure requirements to DSHS in DSHS' required format	3	
	COMMENT: Click here to enter text.		
6. 7 5	Develop application changes including configuration changes/modifications and custom development	4	
	COMMENT: Vendor provided detail information to support this requirement.		
6. 7 6	Conduct walk-through review of configuration change/modification/development	3	
	COMMENT: Click here to enter text.		

6. 7 7	Program, compile and document configuration changes/modifications/new code developed	3	
	COMMENT: Click here to enter text.		
6. 7 8	Develop integration strategy (with external applications) and provide functional specifications for any development required on external system	3	
	COMMENT: Click here to enter text.		
6. 7 9	Perform testing outlined in the proposal (E.g. unit testing, integration testing, regression testing) on all changes	4	
	COMMENT: Vendor provided detail information to support this requirement.		
6. 8 0	Manage Application environments during test cycles	4	
	COMMENT: Vendor provided detail information to support this requirement.		

6.81	Update all related technical architecture and design documentation	3	
	COMMENT: Click here to enter text.		
6.82	Maintain overall accountability for management of technical/System documentation	4	
	COMMENT: Vendor provided detail information to support this requirement.		
6.83	Maintain existing technical/System documentation as required to reflect System changes and/or to enhance or improve quality of documentation	3	
	COMMENT: Click here to enter text.		
6.84	<p>Establish coding standards (based on DSHS policies and standards), document standards, obtain DSHS approval, and ensure all project teams conform to these standards. The process for enforcing coding standards must:</p> <ul style="list-style-type: none"> • Include validations to ensure that code comments and in-line code documentation is properly implemented • Utilize a combination of code peer reviews, custom tools and third-party tools including open source tools • Include the production of reports demonstrating code standards enforcement and coverage across code base • Include specific processes to ensure code reusability and enforcement of code reusability standards • Include support for the DSHS quality assurance team to perform periodic or random audits and code reviews 	4	

	COMMENT:	Vendor provided detail information to support this requirement.		
6.85	Continually identify and implement software development process improvement opportunities such as: <ul style="list-style-type: none"> • Implementing automated regression testing, performance testing, etc. • Implementing tools • Enhancements to methodology 		4	
	COMMENT:	Vendor provided detail information to support this requirement.		
ENTERPRISE DATA WAREHOUSE				
6.86	Analyze the business users' requests to gain a high level understanding of requirements and costs		3	
	COMMENT:	Click here to enter text.		
6.87	Work with requestor to fully understand their business need		4	
	COMMENT:	Vendor provided detail information to support this requirement.		

6. 8 8	<p>Leverage multiple techniques to ensure their business needs are fully understood and addressed including, but not limited to:</p> <ul style="list-style-type: none"> • Developing mock-ups • Developing proof of concepts • Providing training/demos • Leveraging DSHS's approach to development 	4	
	Vendor provided detail information to support this requirement.		
6. 8 9	Support testing to ensure accurate data prior to migrating to production	4	
COMMENT:	Vendor provided detail information to support this requirement.		
6. 9 0	Follow meta data practices and policies to ensure business data is well defined and can be used by the business users	4	
COMMENT:	Vendor provided detail information to support this requirement.		
6. 9 1	Provide data user support after the data/report/tool goes into production	4	

	COMMENT:	Vendor provided detail information to support this requirement.		
6.92		Find opportunities to streamline reports provided including identifying opportunities to consolidate reports	4	
	COMMENT:	Vendor provided detail information to support this requirement.		
6.93		Develop and maintain programs and interfaces (ETL) for extracting data from systems of records	4	
	COMMENT:	Vendor provided detail information to support this requirement.		
6.94		Develop and maintain programs and interfaces (ETL) for transforming data in support of business intelligence tooling and services	4	
	COMMENT:	Vendor provided detail information to support this requirement.		
IT OPERATIONS SUPPORT REQUIREMENTS 302				

6. 9 5	Develop, manage and maintain knowledge base to improve self-service and help desk's capabilities to address user questions	4	
	COMMENT: Vendor provided detail information to support this requirement.		
6. 9 6	Escalate tickets to Level 2/3 support when additional application knowledge is required; manage, track and report tickets through the process	4	
	COMMENT: Vendor provided detail information to support this requirement.		
6. 9 7	Participate in system incident management reporting, tracking, escalation and resolution activities	4	
	COMMENT: Vendor provided detail information to support this requirement.		
SUPPORT, MAINTAIN, AND OPERATE ENTERPRISE IT PROCESSES →CAPACITY MANAGEMENT			
6. 9 8	Develop/maintain and administer comprehensive DSHS Capacity Management process, including, but not limited to: <ul style="list-style-type: none"> • Developing capacity forecasts based on forecasted usage (e.g. adding users, adding functionality) • Monitoring IT resources (e.g. applications, OS, servers, database, network, disks) usage to enable proactive identification of capacity and performance issues and recommend changes 	4	

	<ul style="list-style-type: none"> Identify areas where capacity levels can be increased while decreasing operating costs by changing the architecture/design Implement tools that allow for capacity monitoring/trending 		
	<p>COMMENT: Vendor provided detail information to support this requirement.</p>		
6.99	Provide capacity projections report for all DSHS infrastructure and applications supported by the vendor and as required by DSHS	4	
	<p>COMMENT: Vendor provided detail information to support this requirement.</p>		
6.100	Provide utilization and capacity reporting	3	
	<p>COMMENT: Click here to enter text.</p>		
SUPPORT, MAINTAIN, AND OPERATE ENTERPRISE IT PROCESSES →CHANGE AND RELEASE MANAGEMENT			
6.101	Collaborate with DSHS to maintain and adhere to change and release management processes, procedures and standards to be followed to by all of DSHS's applications systems supported by the vendor	4	

	COMMENT:	Vendor provided detail information to support this requirement.		
6.102		Collaborate with DSHS to maintain and adhere to standard procedures and methods for each type of change including application services, interfaces, hardware, operating systems, databases, storage, network, batch schedule changes, etc.	3	
	COMMENT:	Click here to enter text.		
6.103		Collaborate with DSHS to maintain and adhere to a schedule of planned changes and provide to DSHS for review as required.	4	
	COMMENT:	Vendor provided detail information to support this requirement.		
6.104		Manage and maintain the processes and procedures for production deployment (including roll-back planning)	4	
	COMMENT:	Vendor provided detail information to support this requirement.		
6.105		For each release, ensure the change request has developed a business contingency/back out plan	4	

	COMMENT:	Vendor provided detail information to support this requirement.		
6.106		Ensure all DSHS vendors and partners comply with change/release management policies and procedures and environment configurations remain synchronized. For this requirement, the Bidder will only be responsible for identifying and escalating where necessary, for any lack of alignment with policies and procedures.	4	
	COMMENT:	Vendor provided detail information to support this requirement.		
6.107		Modify/update configuration database, asset management items, and service catalog (if applicable) to reflect any implemented changes	3	
	COMMENT:	Click here to enter text.		
SUPPORT, MAINTAIN, AND OPERATE ENTERPRISE IT PROCESSES → CONFIGURATION MANAGEMENT 253				
6.108		Develop/maintain/enhance configuration management processes, procedures and standards to support multiple vendors	4	
	COMMENT:	Vendor provided detail information to support this requirement.		

6. 1 0 9	Develop/maintain configuration management processes, policies and procedures for tracking system change	4	
	COMMENT: Vendor provided detail information to support this requirement.		
6. 1 1 0	Maintain configuration management tools to track and inventory the configuration of the appropriate environments	4	
	COMMENT: Vendor provided detail information to support this requirement.		
6. 1 1 1	Ensure all ESA ITS vendors and partners are using configuration management tools and comply with policies and procedures and environment configurations remain synchronized. For this requirement, the Bidder will only be responsible for identifying and escalating where necessary, for any lack of alignment with policies and procedures.	3	
	COMMENT: Click here to enter text.		
6. 1 1 2	Establish process for verifying the accuracy of configuration items, adherence to configuration management process and identifying process deficiencies	4	
	COMMENT: Vendor provided detail information to support this requirement.		

6. 1 1 3	Provide DSHS with configuration management reports as required and defined by DSHS	4	
	COMMENT: Vendor provided detail information to support this requirement.		
6. 1 1 4	Ensure up-to-date and accurate system changes are captured in the configuration management tools; that changes were made as prescribed and that the documentation of items and systems reflects their true configurations, and that any errors are reported to DSHS immediately	4	
	COMMENT: Vendor provided detail information to support this requirement.		
6. 1 1 5	Maintain an inventory of all configuration items in the DSHS environment for which the vendor will be providing M&O services (including all attributes captured on the application inventory provided in the procurement library)	4	
	COMMENT: Vendor provided detail information to support this requirement.		
SUPPORT, MAINTAIN, AND OPERATE ENTERPRISE IT PROCESSES →INCIDENT MANAGEMENT			
6. 1 1 6	Ensure rapid incident detection, ownership, recording, monitoring, tracking, reporting and communications. Log system incidents into the current ticket tracking system and outage log in a timely manner in alignment with the DSHS' processes, policies and procedures	4	

	COMMENT:	Vendor provided detail information to support this requirement.		
6.117		Continually review the status of open incidents and related problems, and the progress being made in addressing problems related to the Applications	3	
	COMMENT:	Click here to enter text.		
6.118		Lead incident management investigation and analysis, and provide status and incident impact categorization	3	
	COMMENT:	Click here to enter text.		
6.119		Lead process for diagnosis and resolution of critical incidents	3	
	COMMENT:	Click here to enter text.		
PROBLEM MANAGEMENT SERVICES AND ROOT CAUSE ANALYSIS				

6.120	Support the Problem Management role and associated responsibilities including, but not limited to:	4	
	<ul style="list-style-type: none"> • Receive and log incidents and problems from Level 1/2 help desks • Categorize and log problems • Apply formal methods for problem assessment, troubleshooting, and diagnosis • Identify problem characteristics and root cause • Notify DSHS Staff and third party Service Provider(s) as required • Monitor problems until permanent resolution • Provide ongoing communication and reporting on the status of problem resolution • Communicate resolution status and provide closure notification • Provide analysis and trends of problems and report findings on a monthly basis 		
	<p>COMMENT: Vendor provided detail information to support this requirement.</p>		
6.121	Track and report recurring incidents or failures and provide associated consequences of repeating incidents	4	
	<p>COMMENT: Vendor provided detail information to support this requirement.</p>		
6.122	Track and analyze all potential modifications (e.g. problem/defects, enhancements, projects across infrastructure) for all Application DDI vendors and report to DSHS for prioritization and approval to commence	4	
	<p>COMMENT: Vendor provided detail information to support this requirement.</p>		

SECURITY ADMINISTRATION			
6. 1 2 3	<p>Establish a mechanism to ensure comprehensive and up-to-date policies and procedures to help governance activities related to access and identity management as well as information privacy and protection:</p> <ul style="list-style-type: none"> • Privacy Impact Assessment • System Security Plan and workbook • Information Security Risk Assessment • Information protection governance • Change management • Incident Response • NIST 8--53 R4 Compliance Matrix • NIST 800 Controls Mapping 	4	
	<p>COMMENT: Vendor provided detail information to support this requirement.</p>		
6. 1 2 4	<p>Enhance and maintain security documentation (Security Plan, Security Architecture and Access Policies and procedures, information protection governance, incident response, risk assessment, PIA, SSP and Workbook and other related security documents) to support an enterprise approach to include multiple vendors and multiple divisions</p>	3	
	<p>COMMENT: Click here to enter text.</p>		
6. 1 2 5	<p>Develop and maintain all documentation required for security audits and internal control and control testing</p>	3	

	COMMENT: Click here to enter text.		
6.126	Provide a documented set of controls that is used to ensure the separation of data and security information among customer applications	3	
	COMMENT: Click here to enter text.		
6.127	Provide documented procedures to perform background checks on personnel with administrative or other privileged access to servers, applications or customer data	3	
	COMMENT: Click here to enter text.		
6.128	Provide documented procedures and establish procedures for vulnerability management, intrusion prevention, incident response, and incident escalation and investigation	4	
	COMMENT: Vendor provided detail information to support this requirement.		
6.129	Provide documented identity management and help desk procedures for authenticating callers and resetting access controls, as well as for establishing and deleting accounts	3	

	COMMENT: Click here to enter text.		
6.130	Ensure all security controls required to meet DSHS' security policies are in place and followed	3	
	COMMENT: Click here to enter text.		
6.131	Provide security and proactive monitoring on the dedicated and shared environment at the infrastructure level	4	
	COMMENT: Vendor provided detail information to support this requirement.		
6.132	Monitor security to ensure compliance to Federal security regulations and approved Application plans, processes and procedures	3	
	COMMENT: Click here to enter text.		
6.133	Develop/maintain/follow a documented process for evaluating security alerts from OS and applications vendors, shielding systems from attack until patched, and installing security patches and service packs	4	

	COMMENT:	Vendor provided detail information to support this requirement.		
6. 1 3 4		Demonstrate that the security staff average more than four (4) years' experience in information security	3	
	COMMENT:	Click here to enter text.		
6. 1 3 5		Demonstrate that more than 75% of the Bidder's security staff has current security industry certification, such as from the Certified Information Systems Security Professional certification program (www.isc2.org), Global Information Assurance Certification or equivalent. Proof of certification must be made available to DSHS upon request.	3	
	COMMENT:	Click here to enter text.		
6. 1 3 6		The Bidder will be responsible for providing access and authorization to systems. Examples Include: <ul style="list-style-type: none"> • Application specific access • Removing old IDs • Shutting off system authorizations 	3	
	COMMENT:	Click here to enter text.		
USER ACCOUNT MANAGEMENT				

6. 1 3 7	Coordinate administration of security access to the DSHS ACES Complex of Applications and dedicated functionality	3	
	COMMENT: Click here to enter text.		
6. 1 3 8	Adhere to DSHS policies for adding, changing, enabling/disabling and deleting log-on access of DSHS employees, agents and subcontractors	3	
	COMMENT: Click here to enter text.		
6. 1 3 9	Perform log-on/security-level access changes at the OS and system software levels as detailed in profiles and policies	3	
	COMMENT: Click here to enter text.		
6. 1 4 0	Develop, document, manage and maintain user account maintenance procedures including, but not limited to: <ul style="list-style-type: none"> • Configuration of new users, roles and responsibilities, credentials, etc. • Users Refresh/Change/Updates • Deletion of Users 	3	

	COMMENT: Click here to enter text.		
APPLICATION SYSTEM OPERATIONS SUPPORT			
6. 1 4 1	Develop, document and manage the processes and procedures for Interfaces and Batch Operations Architecture	3	
	COMMENT: Click here to enter text.		
6. 1 4 2	Define job scheduling requirements, application software interdependencies, and rerun requirements for all production jobs	4	
	COMMENT: Vendor provided detail information to support this requirement.		
6. 1 4 3	Utilize and manage scheduling tools for automating job execution (e.g., job workflow processes interdependencies, rerun requirements, file exchange functions, and print management)	3	
	COMMENT: Click here to enter text.		

6. 1 4 4	Maintain master job schedule and execute all batch jobs	3	
	COMMENT: Click here to enter text.		
6. 1 4 5	Perform job monitoring and manage resolution of any failed jobs	4	
	COMMENT: Vendor provided detail information to support this requirement.		
6. 1 4 6	<p>Monitor all Applications as agreed to in the documented monitoring policies, procedures and standards. Identify and report Application problems. This includes but is not limited to:</p> <ul style="list-style-type: none"> • Monitoring of buffers, database buffers, table space fragmentation, database space, unusual growth and propose solution in case of alert • Creation and monitoring of System logs, update error, database corruption, jobs, and propose solution in case of alert • Creation and monitoring of transaction and trace logs, network event logs and traces, garbage collector, memory and CPU utilization, indexes, etc., and propose a solution in case of an alert or resource issues • Monitoring of middleware (e.g., workflows, in- and out-bound queues) and system services, and report to DSHS according to agreed procedure • Monitoring of end-to-end transaction response time to allow measurements against SLAs • Monitoring of interfaces, and batch and job scheduling 	4	

	COMMENT:	Vendor provided detail information to support this requirement.		
ACCOUNT MANAGEMENT AND QUALITY ASSURANCE REQUIREMENTS				
6. 1 4 7	Propose Account Management structure, planning and procedures		4	
	COMMENT:	Vendor provided detail information to support this requirement.		
6. 1 4 8	Provide team that meets all qualifications outlined in the contract for the duration of the engagement unless explicit approval is received by DSHS in writing		3	
	COMMENT:	Click here to enter text.		
6. 1 4 9	Maintain and implement Account Management structure, planning and procedures accordingly.		4	
	COMMENT:	Vendor provided detail information to support this requirement.		

6. 1 5 0	Develop a service process that clearly defines how to order, change or delete services	4	
	COMMENT: Vendor provided detail information to support this requirement.		
6. 1 5 1	Provide monthly status reports capturing all elements outlined in the contract, including but not limited to: <ul style="list-style-type: none"> • Performance against SLAs • Activities performed during reporting period • Activities planned in the next reporting period • Risks and Issues • Status of any active enhancement projects against agreed upon scope, schedule and budget • Status of any active Additional Services Work Efforts 	3	
	COMMENT: Vendor provided detail information to support this requirement.		
SLR PERFORMANCE MANAGEMENT (ATTACHMENT 02)			
6. 1 5 2	Define and implement methods for monitoring Service Level Requirements which govern the relationships between internal and external service providers (vendors), including provisioning, response times, etc.	4	
	COMMENT: Vendor provided detail information to support this requirement.		

6. 1 5 3	Monitor and report performance against service level requirements to DSHS	4	
	COMMENT: Vendor provided detail information to support this requirement.		
APPLICATION QUALITY MANAGEMENT			
6. 1 5 4	Participate in and address any findings in the following areas <ul style="list-style-type: none"> • Operations and service management • Quality assurance and control program process 	4	
	COMMENT: Vendor provided detail information to support this requirement.		
6. 1 5 5	Provide hours worked by employee broken down by task as defined by DSHS	4	
	COMMENT: Vendor provided detail information to support this requirement.		
6. 1 5 6	Provide application service level reporting based on agreed upon SLR Targets	4	

	COMMENT:	Vendor provided detail information to support this requirement.		
DECOMPOSITION PLAN				
6. 1 5 7	<p>Develop and maintain a Decomposition Plan. The Decomposition Plan shall address the proper action items required to transition from the current architecture to the to-be architecture throughout the IE&E Project(s) while ensuring no/low impact to Washingtonians who rely on ACES for critical services. The Decomposition Plan shall include the following:</p> <ul style="list-style-type: none"> • Current ACES application landscape and data analysis <ul style="list-style-type: none"> – Applications: List IT applications and systems to be sunset, as well as those that may be needed in the to-be architecture. – Integrations between applications: Document upstream and downstream systems (according to the current state) that touch ACES and potential impacts as touchpoints are retired. – Features: Capture the lowest level capabilities that ACES performs for current clients. – Data flows: Capture data elements to and from the ACES system. • Transition into the target state architecture (IE&E Modernization Products) <ul style="list-style-type: none"> – Applications: Identify components to be sunset, replacement candidates, and gaps. – Integrations: Approach to minimize impacts to integrated services and current architecture. – Features: Plan to retaining features or capabilities during the sunseting of the associated ACES components. • Data Decommissioning: <ul style="list-style-type: none"> – Identify and complete data backup requirements – Identify and schedule on-premises servers for decommissioning – Cancel maintenance and software contracts related to decommission services <p>Additionally, the Decomposition Plan should include approach, timelines, risk assessment, KPIs, and monitoring for the areas noted above.</p> <p>Please attach a sample Decomposition Plan from a similar legacy replacement engagement.</p>		4	

	COMMENT:	Vendor provided detail information to support this requirement.		
M&O TURN OVER SERVICE REQUIREMENTS				
6. 1 5 8		Create a detailed Turn-Over Plan that covers all activities and the efforts of all involved parties. This part of the plan should express this in time and budget requirements, action ownership and program governance.	4	
	COMMENT:	Vendor provided detail information to support this requirement.		
6. 1 5 9		Complete inventory of all assets covered by the Contract and required to provide the services	4	
	COMMENT:	Vendor provided detail information to support this requirement.		
6. 1 6 0		<p>Ensure that the M&O Turn-Over Plan includes handing over the key assets in an agreed-to format. These assets include, but are not limited to:</p> <ul style="list-style-type: none"> • Customer and other records (including subcontractor agreements that are required to provision the services) • Configuration information • Databases • Documentation • Asset registers • Programs • Knowledge databases 	3	

	<ul style="list-style-type: none"> • Fault databases • Asset maintenance history and status • Manuals • Process and procedure documentation • Any other similar items that the Bidder used or produced during the course of, or for the purpose of, provisioning the services or relating to the configuration control of the services • Source code • Development tools and procedures • Architecture and design documents to include logical system models, diagrams and blueprints 		
	<p>COMMENT: Click here to enter text.</p>		
6.161	Hold briefings on the status and comprehensive nature of all items handed over	3	
	<p>COMMENT: Click here to enter text.</p>		
6.162	Complete knowledge transfer of the services to DSHS or alternate service provider(s)	3	
	<p>COMMENT: Click here to enter text.</p>		

6. 1 6 3	Define the means by which no interruption of the provision of the services, or reduction in service levels, will occur during the handover period, and during transfer to DSHS or the new service provider	3	
	COMMENT: Click here to enter text.		
6. 1 6 4	Arrange for the provisioning of a physical data room into which information shall be placed, for the organization and the new service provider to inspect and make copies for removal	3	
	COMMENT: Click here to enter text.		
6. 1 6 5	Manage the implementation of the Turn-Over Plan and the Disentanglement Plan	3	
	COMMENT: Click here to enter text.		
6. 1 6 6	Manage regularly scheduled and ad hoc meetings, as well as other communications, to address issues that may affect how involved parties perform their responsibilities in relation to the Turn-Over Plan and/or the Disentanglement Plan	3	
	COMMENT: Click here to enter text.		

6. 1 6 7	Assist DSHS in developing the final handover and acceptance criteria	3	
	COMMENT: Click here to enter text.		
6. 1 6 8	Introduce the new service provider to all relevant information and training to allow the service provider to leverage the DSHS ACES Platform, tools and services and operate within the multi-vendor environment, as required	3	
	COMMENT: Click here to enter text.		
PREVENTATIVE MAINTENANCE			
6. 1 6 9	<p>Examples of preventative maintenance include:</p> <ul style="list-style-type: none"> • Addressing documented problems that would save enough analyst support time or have material impact on the business to justify making code changes • Reducing time spent looking for the root cause of problems regardless of whether any action is taken • Code refactoring such as extracting one or more smaller sub-routines from a larger routine or removing duplicate routines and replacing with one shared function. • Removing obsolete code or application modules that are no longer in use. • Improving internal support-related processes. • Making JCL changes to include table backups/reorganizations. 	4	

	COMMENT:	Vendor provided detail information to support this requirement.		
6.170		<p>DSHS and the Bidder will minimize the potential impact of future events on the supported applications by agreeing to exchange any information — business, functional and technical — of expected events that might require preventive actions in regard to the supported applications. The following, non-exhaustive, list of events will trigger preventive maintenance activities:</p> <ul style="list-style-type: none"> • Changing business volumes • Application packages releases by any Independent Software provider • Application packages patches and fixes • Revisions, and upgrades to platform software and utilities • Special events, such as state and federal holidays, marketing initiatives, fiscal year end 	4	
	COMMENT:	Vendor provided detail information to support this requirement.		
6.171		<p>On notice of such a special event, the Bidder will analyze the impact of the event on supported applications and propose a solution as a work request. Acceptance and fulfillment of such work request will be in accordance with the procedure as set out in this Agreement. The following, non-exhaustive, list of preventive maintenance activities can occur:</p> <ul style="list-style-type: none"> • Application of release upgrades • Application of system patches • Archiving or purging as appropriate to free up storage for expected data volume increase • Pre-production execution simulation • Testing for special events 	4	

	COMMENT: Vendor provided detail information to support this requirement.		
ADAPTIVE MAINTENANCE			
6. 1 7 2	<p>DSHS and the Bidder further agree that there are standardized work requests with known effort and lead time that can be requested by DSHS as part of Adaptive Maintenance activities. The Bidder will respond to such Pre-Approved work requests by DSHS within the agreed lead time as set out for each Pre-Approved work request.</p> <p>Examples Include:</p> <ul style="list-style-type: none"> • Installation, configuration and testing of dot releases and patches of Bidder package/COTS software (including security patches) • Required upgrades to a new version of the application’s DBMS, language(s), utilities and/or operating system • Testing the application following changes to the hardware environment such as server upgrades, virtualization, etc. • Changes to support application security • Required modifications due to new Framework versions • Changing JCL due to changes in versions of software support tools • .Net, Java upgrades • Ensuring software is maintained within an N-1 revision level unless agreed upon by DSHS • Implement and integrate major software upgrades according to the application list contained in Section 5.4 - ACES System Software • Logging and monitoring of system performance, system events, issues and errors, and storage of system logs for log review, analysis and correlation <p>This does not include implementation of a Contractor package/COTS software which include a substantial amount of new or changed business functionality and require significant effort to implement.</p>	4	
	COMMENT: Vendor provided detail information to support this requirement.		
PERFECTIVE MAINTENANCE			

6. 1 7 3	<p>The vendor understands and accepts that it bears the responsibility to continuously aim for improving the performance and efficiency of the supported applications. The Bidder therefore consistently analyzes the potential improvement areas to maximize the transaction processing capabilities of the supported applications and shorten the effort required to manage the supported applications. The following, non-exhaustive, list of perfective maintenance activities can occur:</p> <ul style="list-style-type: none"> • General performance tuning • Improve incident and change response • Improve incident resolution processes • Increase automation to shorten change request implementations • Archiving to increase application performance • Database performance tuning • Platform Optimization 	4	
COMMENT:	Vendor provided detail information to support this requirement.		
DESIGN DOCUMENTATION			
6. 1 7 4	<p>The Bidder will be responsible for conducting systems analysis and producing design documentation that reflects any changes or adjustments to the as-built architecture diagrams. The development of such documentation will be based on formal requirements specifications and will follow a formal process of analysis and design. The products of analysis and design will include a reflection of logical and functional changes to the hardware and software components of the system.</p>	4	
COMMENT:	Vendor provided detail information to support this requirement.		
SYSTEM DOCUMENTATION			

6. 1 7 5	<p>The Bidder will be responsible for maintaining existing system documentation that describes the system landscape in the form of as-built architecture diagrams/blueprints, configuration specifications, operating guides and instructions. System changes and enhancements will build upon the as-built documentation, developing new documentation as needed.</p> <p>System documentation for infrastructure and application software shall include system support and design documentation.</p> <p>This includes maintaining and setting up system documentation in DSHS agreed upon repositories.</p>	4	
COMMENT:	Vendor provided detail information to support this requirement.		
BUSINESS RULES MAINTENANCE			
6. 1 7 6	<p>The Bidder will be responsible for updating business rules. This includes:</p> <ul style="list-style-type: none"> • Updating business rules stored in editable tables • Explanations of and assistance with setting up Supplemental Tables • Change of business rules requiring changes to code 	4	
COMMENT:	Vendor provided detail information to support this requirement.		
SYSTEM AUDITS			

6. 1 7 7	The Bidder will be responsible for supporting system audits by providing requested reports, data and information.	3	
COMMENT:	Click here to enter text.		
DATA DISCREPANCIES			
6. 1 7 8	<p>Examples of data discrepancies Include:</p> <ul style="list-style-type: none"> • End user misuse of system functionality that can cause undesired effects. DSHS is then asked to "fix" the data • Customers ask DSHS to investigate data mismatches between two systems and it turns out not to be a system problem, but the way the user was looking at the data • Physically manipulating production data caused by a customer's inappropriate use of the system • Instances where screen level field edits are not implemented or enabled • Circumstances where referential integrity of data is not enforced 	4	
COMMENT:	Vendor provided detail information to support this requirement.		
<p>4.3 Key Personnel</p> <p>The contract resulting from this competitive solicitation will require highly skilled resources with a high level of management. Bidders shall describe in detail their approach to sourcing and managing high level staffing contracts. Bidders shall submit a one page resume for each of the key personnel listed in Section A.7.2. Individual resumes shall clearly indicate which roll each resource will be assigned.</p>		200 MAX POINTS	TOTAL SCORE: 190
	The contract resulting from this solicitation will require that any change in key staff will be subject to prior DSHS approval. The contract will also provide that DSHS may request the removal of selected staff on three (3) days'	4	

4. 3. 1	notice and provide replacement staff without impacting the schedule. Describe your firms approach to sourcing highly skilled resources on short timelines		
	COMMENT: Vendor provided detail information to support this requirement.		
4. 3. 2	The Bidder must commit that staff identified in its response will actually perform the assigned work. Any staff substitution must have the prior approval of DSHS. Please indicate your agreement to the statements above.	3	
	COMMENT: Click here to enter text.		
4. 3. 3	Discuss the Bidder's plans to avoid and minimize the impact of staff changes.	3	
	COMMENT: Click here to enter text.		
4. 3. 4	Provide a narrative describing the proposed team and their approach to working with DSHS.	4	
	COMMENT: Click here to enter text.		
4. 3. 5	Provide a proposed organizational structure.	4	
	COMMENT: Vendor provided detail information to support this requirement.		
	Describe the Bidder's policies, plans, and intentions regarding maintaining continuity of personnel assignments throughout the performance of any Work Order resulting from this Work Request.	4	

4. 3. 6	COMMENT: Click here to enter text.		
4. 3. 7	Address how availability of any of the proposed staff for this Engagement could be impacted from existing contracts to which they are currently assigned or from other potential contracts for which they are proposed. Where such cases exist, identify the priority DSHS would have in cases of conflict	4	
	COMMENT: Click here to enter text.		
4. 3 8	Describe how your company will ensure continuity of service in the event your resource becomes unavailable during the term of this Work Order.	4	
	COMMENT: Vendor provided detail information to support this requirement.		
4.4 Bidder Engagements. Bidders shall provide information on least three (3) successful Engagements with different clients. At least one (1) of the Engagements should be similar or larger in scope and complexity to this RFP. Bidders must describe how their engagements are similar or larger in scope and complexity to this project. Present a discussion of the Bidder's specific experience in the performance of similar Engagements to manage, plan, design, develop, and implement successful efforts that meet the criteria of this RFP. Clearly describe the scope and scale of those Engagements. Describe why your experience positions your firm as the best candidate for this Engagement.		100 MAX SCORE	TOTAL SCORE: 90
4. 4 1	Engagement 1	4	

	COMMENT:	Click here to enter text.		
4. 4 2	Engagement 2		4	
	COMMENT:	Click here to enter text.		
4. 4 3	Engagement 3		4	
	COMMENT:	Click here to enter text.		
	Other		4	
	COMMENT:	Click here to enter text.		

4.6 Contract Questionnaire		100 MAX SCORE	TOTAL SCORE: 90
This Section of the Bidder Response Form contains questions regarding the vendor's capability. Responses shall utilize the space provided below. If the contractor requires additional space, additional pages may be added. DSHS is interested in knowing the following information about a vendor's experience and approach managing complex systems.			
4. 6. 1	What is your company's and staff's specific experience with large, highly integrated ecosystems	4	
	COMMENT: Vendor provided detail information to support this requirement.		
4. 6. 2	What is your company's and staff's specific experience with in the public assistance domain?	4	
	COMMENT: Click here to enter text.		
4. 6. 3	What is your approach to working with multiple vendors and agencies in support of a single project? The ACES environment impacts millions of customers and many State agencies, please be specific in your approach and experience	4	
	COMMENT: Click here to enter text.		

4. 6. 4	What is your approach to managing development efforts in parallel with the legacy system undergoing continuous enhancements?	4	
	COMMENT: Vendor provided detail information to support this requirement.		
4. 6. 5	What is your approach to developing and maintaining a Decomposition Plan and modular transition activities?	4	
	COMMENT: Vendor provided detail information to support this requirement.		
4. 6. 6	What is your experience for implementing integrated business rules for multiple public assistance programs such as Medicaid, Supplemental Nutrition Assistance Program, Temporary Assistance for Needy Families, etc.?	4	
	COMMENT: Vendor provided detail information to support this requirement.		
4. 6. 7	What are the critical elements to assuming responsibility for ACES? What will you require from the incumbent contractor or the state in order to assume responsibility?	4	

	COMMENT:	Vendor provided detail information to support this requirement.		
4. 6. 8		Describe the approach to maintaining 24/7 support. How are after hours issues handled?	4	
	COMMENT:	Vendor provided detail information to support this requirement.		
4. 6. 9		Describe the approach to monitoring Service Level Requirements which govern the relationships between internal and external service providers (vendors), including provisioning, time to respond to requests etc.	4	
	COMMENT:	Vendor provided detail information to support this requirement.		
4. 6. 10		In Section B of the RFP the HHS Coalition describes a list of modular components being considered by the IE&E Workgroup. Describe, in detail, your approach to maintaining and operating a legacy environment, similar to that described in this RFP, while also supporting a major modernization effort of that environment.	4	
	COMMENT:	Vendor provided detail information to support this requirement.		

4. 6. 11	Describe your approach to developing a modular cost model that supports the incremental breakout of modules from the ACES Fixed Price.		4	
	COMMENT:	Vendor provided detail information to support this requirement.		
	Describe any experience migrating a HHS mainframe to a cloud environment.		4	
	COMMENT:	Vendor provided detail information to support this requirement.		
4. 6. 13	How does your company manage IT Service Level Requirements such as requiring system up time in excess of 99.9%? What is your approach to managing operations critical SLR's? What other critical SLR's has your organization dealt with in the past and what methods were used?		4	
	COMMENT:	Vendor provided detail information to support this requirement.		
4. 6. 14	Are there requirements which we did not include but that you as a vendor commit to providing during the course of this engagement?		4	

		COMMENT: Vendor provided detail information to support this requirement.		
	4. 6. 15	What risks and opportunities should DSHS be consider as we envision the next five years of this system? How can you help us mitigate these risks and take advantage of emerging opportunities?	4	
		COMMENT: Vendor provided detail information to support this requirement.		

WRITTEN RESPONSE SCORING
September 19-October 14
RFP #2223-808
ACES M&O

Vendor Name: Deloitte

Evaluator Number: W3

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 4.1 Executive Summary	75 points
Section 4.2 Bidder Performance Requirements	200 points
Section 4.3 Key Personnel	200 points
Section 4.4 Bidder Engagements	100 points

Section 4.6 Contract Questionnaire

100 points

If you have questions, please direct them to Nicole Kahle, Solicitation Coordinator, phone 360-664-####. 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 #2223-808

You will be evaluating five parts of the bidder’s submission: Section 4.1 Executive Summary, 4.2 Bidder Performance Requirements, 4.3 Key Personnel, 4.4 Bidder Engagements, and 4.5 Contract Questionnaire. If a question requires Bidders to submit additional documents, they will be included in an attached document.

4.	4.1 BIDDER Executive Summary (75 Points)	75 MAX POINTS
A	<p>The executive summary should describe the Bidder’s response at a high level in terms of Engagement approach, perspective, staffing, skill levels, and overall Work Description. It should demonstrate that the Bidder understands the scope and objectives of the Engagement. The executive summary should describe the bidder’s high level approach and plan for providing transition services that support the modular transition and legacy decomposition approach</p> <p>The Bidder shall provide a corporate description with sufficient information to substantiate proven expertise in the products and services being requested in this RFP.</p> <p>The Bidder shall disclose any company restructurings, mergers, and acquisitions over the past five (5) years or during the course of this project.</p> <p>The Bidder shall specify the location of the organization’s principal office and the number of executive and professional personnel employed at this office.</p> <p>The Bidder shall state the number of years the Bidder has been providing the products and services being proposed.</p> <p>The Bidder shall provide the name and the state of incorporation, if incorporated.</p> <p>The Bidder shall describe their standard project management methodology, the proposed project management approach for this project, and any tailoring of their standard methodology anticipated for this project.</p> <p>The Bidder shall agree to cooperate in good faith with DSHS to support three priority areas: 1) maintenance and support for the ACES system to ensure ongoing DSHS services are delivered; 2) timely development, testing and implementation of changes and modifications required by state or federal mandate; and 3) robust and timely support provided to DSHS and its IE&E partners for the planned transition to the new IE&E solution. Additional resources to meet these priorities will be added by the Change Order process.</p> <p>The Bidder shall provide a narrative for their overall approach to delivering the services required by DSHS including their approach to defining the Decomposition Plan</p>	<p align="center">TOTAL SCORE: 70</p>

	COMMENT:	The calling out of the incumbent, IBM, did not come across as professional and the blaming of IBM for the States eligibility issues ignores the age of the system being used and required funding to upgrade the ACES system. Pushing the timeline ahead also came across as not hearing what is being asked of by the owner (DSHS)	
4.2 Bidder Performance Requirements The contract resulting from this competitive solicitation will require the bidder to perform a wide array of technical tasks utilizing various resources. DSHS has provided a list of technical performance requirements in section 6 of the solicitation. Bidders shall refer to the technical requirements listed in section 6 and respond to each individual numbered requirement in a narrative format. Bidders shall provide information showing their understanding and capability to satisfy the requirement, including examples of previous contracts with similar performance requirements the contractor has accomplished successfully under any previous contracts. Bidder shall provide any assumptions made in creating responses to the requirements in this section			200 MAX POINTS TOTAL SCORE: 185
6.1	Collaborate to integrate the Bidder's operational activities into DSHS standard processes and continuously identify opportunities to improve the processes		5
	COMMENT:	Click here to enter text.	
6.2	Develop service requests whenever the Bidder requires changes to the infrastructure		5
	COMMENT:	Click here to enter text.	
CAPACITY MANAGEMENT			
6.3	Collaborate with DSHS to understand any business trends which could impact systems' capacity requirements, analyze historical trends and provide capacity forecast		5
	COMMENT:	Click here to enter text.	
	Participate in and adhere to DSHS' capacity planning processes		0

6.4	COMMENT:	Discuss participating in an agreed-on process but does not indicate they will adhere to DSHS capacity planning process.	
6.5		Advise Client of need to allocate additional processing resources or allocate additional storage resource based on predefined parameters and observed growth patterns	5
	COMMENT:	Click here to enter text.	
OPERATIONAL PROCESS			
6.6		Participate and adhere to DSHS ITIL service management process	5
	COMMENT:	Click here to enter text.	
6.7		Deliver DevOps capability for continuous delivery following industry standards utilizing industry accepted automation tools	5
	COMMENT:	Click here to enter text.	
CHANGE/RELEASE MANAGEMENT			
6.8		Identify and submit any Application changes in compliance with DSHS' Change/ Release Management process	5
	COMMENT:	Click here to enter text.	
		Adhere to DSHS ITIL change/release processes	5

6.9	COMMENT: Click here to enter text.	
6.10	Provide required documentation regarding each Application change/release COMMENT: Click here to enter text.	5
DevOps CAPABILITY		
6.11	Maintain Application software configuration in the DSHS source code management tool COMMENT: Click here to enter text.	5
6.12	Capture any Application software configuration changes included in any change request COMMENT: Click here to enter text.	5
6.13	Ensure up-to-date and accurate Application configurations are captured in the software configuration management tools; any errors should be reported to DSHS immediately COMMENT: Click here to enter text.	5
	Maintain an inventory of all applications in the DSHS environment for which the vendor will be providing M&O services (including all attributes captured on the application inventory provided in the procurement library)	5

6. 1 4	COMMENT: Click here to enter text.	
6. 1 5	Manage source code in DSHS authorized source code management tool	5
	COMMENT: Click here to enter text.	
6. 1 6	Provide automated deployment methods using DSHS automated continuous deployment tools and technology as well as provide deployment documentation, scripts and configuration to the release processes	5
	COMMENT: Click here to enter text.	
6. 1 7	Ensure master copies of new software versions in a secured software library and update configuration databases	5
	COMMENT: Click here to enter text.	
6. 1 8	Manage infrastructure as code (IaC) for using DSHS virtualization tools (such as Puppet, Ansible, etc.) and technology for development, test and production environments.	5

	COMMENT:	Click here to enter text.	
6.19	Manage continuous delivery environments as needed by DSHS maintenance and operation and enhancement activities		5
	COMMENT:	Click here to enter text.	
DISASTER RECOVERY			
6.20	Participate in and complete all Application related disaster recovery activities outlined in the Disaster Recovery Plan		5
	COMMENT:	Click here to enter text.	
6.21	Participate in disaster recovery planning including developing/updating the disaster recovery plan, identifying required changes in the disaster recovery plan (e.g. a change in contact information)		5
	COMMENT:	Click here to enter text.	
6.22	The Bidder will be responsible for supporting the ACES Complex during disaster recovery and disaster recovery exercises. Bidder will be responsible for supporting and maintaining the applications in the disaster recovery environment and return from the disaster recovery environment to normal production. The Bidder will be responsible for ensuring the disaster recovery environment is functioning. Bidder responsibilities include, but are not limited to: <ul style="list-style-type: none"> Plan and schedule disaster recovery testing 		5

	<ul style="list-style-type: none"> • Document and perform recovery of the Application • Recover data and storage according to RTO/RPO requirements • Assist with/resolve remediation of recovery issues • Establish WAN connectivity from data center to the State/DSHS WAN • Return application from recovery site to normal production • Documentation of exercise • Actively participating in the execution of the recovery plan in the event of a disaster at the instruction of DSHS 	
	<p>COMMENT: Click here to enter text.</p>	
6. 2 3	Identify appropriate resources to support DSHS' disaster recovery planning, testing and execution	
	<p>COMMENT: Click here to enter text.</p>	5
6. 2 4	Perform tasks outlined in the Disaster Recovery Plan in the event DSHS initiates a disaster	
	<p>COMMENT: Click here to enter text.</p>	5
HELP DESK AND INCIDENT MANAGEMENT		

6. 2 5	Adhere to application support escalation procedures. DSHS uses a tiered incident response process where incidents are triaged by DSHS staff prior to escalation to the next tier of support	5	
COMMENT:	Click here to enter text.		
6. 2 6	Provide Application Solution expertise and involvement for resolution of service, incident, problem and change, following DSHS ITIL process	5	
COMMENT:	Click here to enter text.		
6. 2 7	Log updates into the ticket tracking system in a timely manner in alignment with the DSHS' processes, policies and procedures	5	
COMMENT:	Click here to enter text.		
6. 2 8	Review the status of open service, incident, problem, change and related problems and the progress being made in addressing problems related to the applications	5	
COMMENT:	Click here to enter text.		

6. 2 9	Conduct/participate in incident and problem management review sessions and provide status and problem impact categorization	5	
	COMMENT: Click here to enter text.		
PROBLEM MANAGEMENT SERVICES AND ROOT CAUSE ANALYSIS			
6. 3 0	Provide expertise and be an active participant in the process to troubleshoot, diagnose and address the root cause of critical problems as required by DSHS (e.g. participate in "all hands on deck" meetings until a permanent fix to the incident is developed)	5	
	COMMENT: Click here to enter text.		
6. 3 1	Develop/maintain procedures for performing Root Cause Analysis (RCA) that meet requirements and adhere to defined policies	5	
	COMMENT: Click here to enter text.		
6. 3 2	Conduct proactive trend analysis to identify and mitigate recurring incidents	5	

	COMMENT: Click here to enter text.		
6. 3 3	Track and report recurring incidents or failures and provide associated consequences of repeating incidents if there is a business impact to DSHS	5	
	COMMENT: Click here to enter text.		
6. 3 4	Recommend solutions to address recurring incidents or failures	5	
	COMMENT: Click here to enter text.		
6. 3 5	Provide status report detailing the root cause of and work around procedure for correcting recurring incidents until closure through a permanent fix as determined by DSHS	5	
	COMMENT: Click here to enter text.		
SECURITY ADMINISTRATION			

6. 3 6	Adhere to access profiles and policies for adding, changing, enabling/disabling and deleting Log-On access for DSHS employees, agents and subcontractors to the ACES application	5	
	COMMENT: Click here to enter text.		
6. 3 7	Adhere to Application security plan based on DSHS and Federal application security requirements, standards, procedures, policies which includes, but is not limited to, procedures for security monitoring and log management functions, Application vulnerability management	5	
	COMMENT: Click here to enter text.		
6. 3 8	Adhere to DSHS' security policies and industry standards of physical and logical security plans	5	
	COMMENT: Click here to enter text.		
6. 3 9	Review all security patches relevant to the environment and classify the need and speed in which the security patches should be installed as defined by security policies	5	
	COMMENT: Click here to enter text.		

6.40	Support DSHS in performing security related activities and corrective action plans such as report development, controls documentation, HIPAA compliance activities, IRS 1075 compliance activities, performing security audits, etc.	5	
	COMMENT: Click here to enter text.		
6.41	Maintain all documentation required for Application security audits and internal control and control testing	5	
	COMMENT: Click here to enter text.		
6.42	Support the placement of systems with particularly sensitive data in controlled access areas. Only end-users with authorized access permission will be allowed to enter these areas (e.g., read access in logs, write access in some folders, etc.).	5	
	COMMENT: Click here to enter text.		
6.43	Provide a documented set of controls that is used to ensure the protection of data and security information among customer applications	5	
	COMMENT: Click here to enter text.		

6. 4 4	Ensure all Applications and tools provide adequate protection of data that is covered by regulatory or other compliance requirements — for example, those of the U.S. HIPAA, IRS 1075, ACA and HITECH Acts	5	
	COMMENT: Click here to enter text.		
6. 4 5	Adhere to documented procedures to ensure background checks are performed on vendor personnel with administrative or other privileged access to servers, applications or customer data per CFR, RCW, DSHS, and vendor policy (whichever is more stringent)	5	
	COMMENT: Click here to enter text.		
6. 4 6	Adhere to documented procedures for super user privilege management and database activity monitoring controls or the equivalent to detect inappropriate behavior by personnel with administrative access.	5	
	COMMENT: Click here to enter text.		
6. 4 7	Report any security violations to DSHS per DSHS policies.	5	
	COMMENT: Click here to enter text.		

6. 4 8	Will follow and support DSHS Security Design Review process for all required actions.		5	
	COMMENT:	Click here to enter text.		
6. 4 9	Support audit requirements, when applicable. Support resolution of audit findings.		5	
	COMMENT:	Click here to enter text.		
6. 5 0	Support Forensic Investigations		5	
	COMMENT:	Click here to enter text.		
USER ACCOUNT MANAGEMENT				
6. 5 1	Develop/document/manage and maintain Application user account maintenance procedures including, but not limited to: <ul style="list-style-type: none"> • Configuration of new users, roles and responsibilities, credentials, etc. • Users Refresh / Change / Updates • Deletion of Users 		5	

	COMMENT:	Click here to enter text.		
6. 5 2		Provide assistance to DSHS, as required, in administering Application user accounts	5	
	COMMENT:	Click here to enter text.		
6. 5 3		Design, build and test application fixes	5	
	COMMENT:	Click here to enter text.		
6. 5 4		Address failures that cause crashes, hang-ups, data loss or corruption, erroneous results or any other Application related issues which impact the business' ability to perform their work (excluding warranty fixes and design issues, which are addressed elsewhere)	5	
	COMMENT:	Click here to enter text.		
6. 5 5		The Bidder will be responsible for fixing failures (not functioning as designed) that cause a crash, degraded state, data loss or corruption, erroneous results or no work around for a major documented function. Includes associated analysis, design, coding, testing, configuration, communications, documentation, and implementation. Also includes issues encountered in the course of keeping purchased application packages up and running.	5	

	<p>Examples include:</p> <ul style="list-style-type: none"> • Application errors • Release errors • Code merge errors • System is down • Data records not processing as designed due to coding problems • Problems transmitting data between systems • System generating Incorrect or misleading data • Data download failures • System clocking (due to an application problem) • Unacceptable user work around due to system bugs • Data contention errors 		
	<p>COMMENT: Click here to enter text.</p>		
<p>6. 5 6</p>	<p>Where the resolution of a defect or error requires changes to the application functionality or technology, the Bidder will initiate and fulfill a work request indicating the urgency. The following, non-exhaustive, list of changes are included in the Corrective Maintenance Services as part of defect or error resolution:</p> <ul style="list-style-type: none"> • User interface changes • Changes to system interfaces • Application module changes • Database changes • Modification to standard query structure • Report changes 	<p>5</p>	
	<p>COMMENT: Click here to enter text.</p>		

TOOL USAGE			
6. 5 7	Leverage all tools available to DSHS. DSHS' preference is to continue using the same tools, however, is open to changing tools if the Bidder can justify the migration.		5
	COMMENT:	Click here to enter text.	
APPLICATION OPERATIONS SUPPORT			
6. 5 8	Maintain/enhance procedures for performing Application specific administration.		5
	COMMENT:	Click here to enter text.	
6. 5 9	Develop new as-built system documentation and maintain existing as-built system logical design documentation and blueprints that reflect the organization and interrelationships of application system components, modules and objects		5
	COMMENT:	Click here to enter text.	

6.60	6. Validate and maintain the existing data dictionary and business glossary for schemas, tables, and elements in the DB2 data model. This documentation shall include both technical details (description, data type, character length, acceptable values, required, null acceptable, etc.) and business definitions. The vendor should use a modern data governance tool that supports a data dictionary and business glossary and establish a process for ensuring it is easily accessible, updated and maintained	5	
	COMMENT: Click here to enter text.		
	6.61	6. Prepare pre-production release software for production and pre-production testing	5
	COMMENT: Click here to enter text.		
6.62	6. Continually monitor data quality and identify opportunities for improvement	5	
	COMMENT: Click here to enter text.		
SYSTEM PERFORMANCE/MONITORING			

6. 6 3	<p>Maintain/enhance monitoring policies, procedures and standards for the Applications including, but not limited to:</p> <ul style="list-style-type: none"> Monitoring of buffers, database buffers, table space fragmentation, database space, unusual growth and propose solution in case of alert Monitoring of System logs, update error, database corruption, jobs, and propose solution in case of alert Monitoring of transaction and trace logs, network event logs and traces, garbage collection, memory and CPU utilization, indexes, etc., and propose a solution in case of an alert or resource issues Monitoring of middleware (e.g., workflows, in- and out-bound queues) and report to DSHS according to agreed procedure Monitoring of end-to-end transaction response time to allow measurements against SLAs Monitoring of interfaces and batch and job scheduling 	5	
COMMENT:	Click here to enter text.		
6. 6 4	Perform Applications related database administration tasks	5	
	Click here to enter text.		
M&O IMPROVEMENTS			
6. 6 5	<p>Continually identify, and where appropriate and approved, implement M&O improvement opportunities such as:</p> <ul style="list-style-type: none"> Improving or automating support processes Removing unused, orphaned or "dead code" Identifying opportunities to retire legacy systems Improving the quality and modularity of developed code Proactive elimination of recurring problems 	5	

	<ul style="list-style-type: none"> • Improve performance management • Improve capacity management 		
IMPLEMENT ENHANCEMENT REQUIREMENTS			
6. 6 6	Ensure all service and enhancement requests are logged in the DSHS defined ITSM tool.	5	
	COMMENT: Click here to enter text.		
6. 6 7	Support the annual planning for technology refresh in compliance with software vendor licensing and specifications and upgrades	5	
	Click here to enter text.		
6. 6 8	Produce cost and labor hour estimates based on DSHS' scope definition document	5	
	Click here to enter text.		

6.69	Collaborate with DSHS to clarify any ambiguous requirements and/or to collect more information required to produce a proposal for a specific scoping document	5	
	COMMENT: Click here to enter text.		
6.70	Provide architectural design approach and cost estimation documentation and justification to DSHS and receive approval from DSHS prior to commencing DDI activities on any scoping document	5	
	COMMENT: Click here to enter text.		
6.71	Provide estimates which capture the projects scope, schedule, budget (including DSHS resources), testing plan, staffing plan, infrastructure impact training plans and milestones/deliverables and a release check-list	5	
	COMMENT: Click here to enter text.		
6.72	Create conceptual and functional specifications	5	
	COMMENT: Click here to enter text.		

6. 7 3	Create design documents including architecture, security and technical design		5	
	COMMENT:	Click here to enter text.		
6. 7 4	Provide infrastructure requirements to DSHS in DSHS' required format		5	
	COMMENT:	Click here to enter text.		
6. 7 5	Develop application changes including configuration changes/modifications and custom development		5	
	COMMENT:	Click here to enter text.		
6. 7 6	Conduct walk-through review of configuration change/modification/development		5	
	COMMENT:	Click here to enter text.		

6. 7 7	Program, compile and document configuration changes/modifications/new code developed	5	
	COMMENT: Click here to enter text.		
6. 7 8	Develop integration strategy (with external applications) and provide functional specifications for any development required on external system	5	
	COMMENT: Click here to enter text.		
6. 7 9	Perform testing outlined in the proposal (E.g. unit testing, integration testing, regression testing) on all changes	5	
	COMMENT: Click here to enter text.		
6. 8 0	Manage Application environments during test cycles	5	
	COMMENT: Click here to enter text.		

6.81	Update all related technical architecture and design documentation	5	
	COMMENT: Click here to enter text.		
6.82	Maintain overall accountability for management of technical/System documentation	5	
	COMMENT: Click here to enter text.		
6.83	Maintain existing technical/System documentation as required to reflect System changes and/or to enhance or improve quality of documentation	5	
	COMMENT: Click here to enter text.		
6.84	<p>Establish coding standards (based on DSHS policies and standards), document standards, obtain DSHS approval, and ensure all project teams conform to these standards. The process for enforcing coding standards must:</p> <ul style="list-style-type: none"> • Include validations to ensure that code comments and in-line code documentation is properly implemented • Utilize a combination of code peer reviews, custom tools and third-party tools including open source tools • Include the production of reports demonstrating code standards enforcement and coverage across code base • Include specific processes to ensure code reusability and enforcement of code reusability standards • Include support for the DSHS quality assurance team to perform periodic or random audits and code reviews 	5	

	COMMENT:	Click here to enter text.		
6. 8 5	Continually identify and implement software development process improvement opportunities such as: <ul style="list-style-type: none"> • Implementing automated regression testing, performance testing, etc. • Implementing tools • Enhancements to methodology 		5	
	COMMENT:	Click here to enter text.		
ENTERPRISE DATA WAREHOUSE				
6. 8 6	Analyze the business users' requests to gain a high level understanding of requirements and costs		5	
	COMMENT:	Click here to enter text.		
6. 8 7	Work with requestor to fully understand their business need		5	
	COMMENT:	Click here to enter text.		

6. 8 8	<p>Leverage multiple techniques to ensure their business needs are fully understood and addressed including, but not limited to:</p> <ul style="list-style-type: none"> • Developing mock-ups • Developing proof of concepts • Providing training/demos • Leveraging DSHS's approach to development 	5	
	<p>Click here to enter text.</p>		
6. 8 9	<p>Support testing to ensure accurate data prior to migrating to production</p>	5	
	<p>COMMENT: Click here to enter text.</p>		
6. 9 0	<p>Follow meta data practices and policies to ensure business data is well defined and can be used by the business users</p>	5	
	<p>COMMENT: Click here to enter text.</p>		
6. 9 1	<p>Provide data user support after the data/report/tool goes into production</p>	5	

	COMMENT:	Click here to enter text.		
6.92		Find opportunities to streamline reports provided including identifying opportunities to consolidate reports	5	
	COMMENT:	Click here to enter text.		
6.93		Develop and maintain programs and interfaces (ETL) for extracting data from systems of records	5	
	COMMENT:	Click here to enter text.		
6.94		Develop and maintain programs and interfaces (ETL) for transforming data in support of business intelligence tooling and services	5	
	COMMENT:	Click here to enter text.		
IT OPERATIONS SUPPORT REQUIREMENTS				

6. 9 5	Develop, manage and maintain knowledge base to improve self-service and help desk's capabilities to address user questions	5	
	COMMENT: Click here to enter text.		
6. 9 6	Escalate tickets to Level 2/3 support when additional application knowledge is required; manage, track and report tickets through the process	5	
	COMMENT: Click here to enter text.		
6. 9 7	Participate in system incident management reporting, tracking, escalation and resolution activities	5	
	COMMENT: Click here to enter text.		
SUPPORT, MAINTAIN, AND OPERATE ENTERPRISE IT PROCESSES →CAPACITY MANAGEMENT			
6. 9 8	Develop/maintain and administer comprehensive DSHS Capacity Management process, including, but not limited to: <ul style="list-style-type: none"> • Developing capacity forecasts based on forecasted usage (e.g. adding users, adding functionality) • Monitoring IT resources (e.g. applications, OS, servers, database, network, disks) usage to enable proactive identification of capacity and performance issues and recommend changes 	5	

	<ul style="list-style-type: none"> Identify areas where capacity levels can be increased while decreasing operating costs by changing the architecture/design Implement tools that allow for capacity monitoring/trending 		
	<p>COMMENT: Click here to enter text.</p>		
6.99	Provide capacity projections report for all DSHS infrastructure and applications supported by the vendor and as required by DSHS	5	
	<p>COMMENT: Click here to enter text.</p>		
6.100	Provide utilization and capacity reporting	5	
	<p>COMMENT: Click here to enter text.</p>		
SUPPORT, MAINTAIN, AND OPERATE ENTERPRISE IT PROCESSES →CHANGE AND RELEASE MANAGEMENT			
6.101	Collaborate with DSHS to maintain and adhere to change and release management processes, procedures and standards to be followed to by all of DSHS's applications systems supported by the vendor	5	

	COMMENT:	Click here to enter text.		
6.102	Collaborate with DSHS to maintain and adhere to standard procedures and methods for each type of change including application services, interfaces, hardware, operating systems, databases, storage, network, batch schedule changes, etc.		5	
	COMMENT:	Click here to enter text.		
6.103	Collaborate with DSHS to maintain and adhere to a schedule of planned changes and provide to DSHS for review as required.		5	
	COMMENT:	Click here to enter text.		
6.104	Manage and maintain the processes and procedures for production deployment (including roll-back planning)		5	
	COMMENT:	Click here to enter text.		
6.105	For each release, ensure the change request has developed a business contingency/back out plan		5	

	COMMENT:	Click here to enter text.		
6.106		Ensure all DSHS vendors and partners comply with change/release management policies and procedures and environment configurations remain synchronized. For this requirement, the Bidder will only be responsible for identifying and escalating where necessary, for any lack of alignment with policies and procedures.	5	
	COMMENT:	Click here to enter text.		
6.107		Modify/update configuration database, asset management items, and service catalog (if applicable) to reflect any implemented changes	5	
	COMMENT:	Click here to enter text.		
SUPPORT, MAINTAIN, AND OPERATE ENTERPRISE IT PROCESSES →CONFIGURATION MANAGEMENT				
6.108		Develop/maintain/enhance configuration management processes, procedures and standards to support multiple vendors	5	
	COMMENT:	Click here to enter text.		

6. 1 0 9	Develop/maintain configuration management processes, policies and procedures for tracking system change	5	
	COMMENT: Click here to enter text.		
6. 1 1 0	Maintain configuration management tools to track and inventory the configuration of the appropriate environments	5	
	COMMENT: Click here to enter text.		
6. 1 1 1 1	Ensure all ESA ITS vendors and partners are using configuration management tools and comply with policies and procedures and environment configurations remain synchronized. For this requirement, the Bidder will only be responsible for identifying and escalating where necessary, for any lack of alignment with policies and procedures.	5	
	COMMENT: Click here to enter text.		
6. 1 1 2	Establish process for verifying the accuracy of configuration items, adherence to configuration management process and identifying process deficiencies	5	
	COMMENT: Click here to enter text.		

6. 1 1 3	Provide DSHS with configuration management reports as required and defined by DSHS	5	
	COMMENT: Click here to enter text.		
6. 1 1 4	Ensure up-to-date and accurate system changes are captured in the configuration management tools; that changes were made as prescribed and that the documentation of items and systems reflects their true configurations, and that any errors are reported to DSHS immediately	5	
	COMMENT: Click here to enter text.		
6. 1 1 5	Maintain an inventory of all configuration items in the DSHS environment for which the vendor will be providing M&O services (including all attributes captured on the application inventory provided in the procurement library)	5	
	COMMENT: Click here to enter text.		
SUPPORT, MAINTAIN, AND OPERATE ENTERPRISE IT PROCESSES →INCIDENT MANAGEMENT			
6. 1 1 6	Ensure rapid incident detection, ownership, recording, monitoring, tracking, reporting and communications. Log system incidents into the current ticket tracking system and outage log in a timely manner in alignment with the DSHS' processes, policies and procedures	5	

	COMMENT:	Click here to enter text.		
6.117		Continually review the status of open incidents and related problems, and the progress being made in addressing problems related to the Applications	5	
	COMMENT:	Click here to enter text.		
6.118		Lead incident management investigation and analysis, and provide status and incident impact categorization	5	
	COMMENT:	Click here to enter text.		
6.119		Lead process for diagnosis and resolution of critical incidents	5	
	COMMENT:	Click here to enter text.		
PROBLEM MANAGEMENT SERVICES AND ROOT CAUSE ANALYSIS				

6. 1 2 0	<p>Support the Problem Management role and associated responsibilities including, but not limited to:</p> <ul style="list-style-type: none"> • Receive and log incidents and problems from Level 1/2 help desks • Categorize and log problems • Apply formal methods for problem assessment, troubleshooting, and diagnosis • Identify problem characteristics and root cause • Notify DSHS Staff and third party Service Provider(s) as required • Monitor problems until permanent resolution • Provide ongoing communication and reporting on the status of problem resolution • Communicate resolution status and provide closure notification • Provide analysis and trends of problems and report findings on a monthly basis 	5	
	<p>COMMENT: Click here to enter text.</p>		
6. 1 2 1	<p>Track and report recurring incidents or failures and provide associated consequences of repeating incidents</p>	5	
	<p>COMMENT: Click here to enter text.</p>		
6. 1 2 2	<p>Track and analyze all potential modifications (e.g. problem/defects, enhancements, projects across infrastructure) for all Application DDI vendors and report to DSHS for prioritization and approval to commence</p>	5	
	<p>COMMENT: Click here to enter text.</p>		

SECURITY ADMINISTRATION			
6.123	<p>Establish a mechanism to ensure comprehensive and up-to-date policies and procedures to help governance activities related to access and identity management as well as information privacy and protection:</p> <ul style="list-style-type: none"> • Privacy Impact Assessment • System Security Plan and workbook • Information Security Risk Assessment • Information protection governance • Change management • Incident Response • NIST 800-53 R4 Compliance Matrix • NIST 800 Controls Mapping 	5	
	<p>COMMENT: Click here to enter text.</p>		
6.124	<p>Enhance and maintain security documentation (Security Plan, Security Architecture and Access Policies and procedures, information protection governance, incident response, risk assessment, PIA, SSP and Workbook and other related security documents) to support an enterprise approach to include multiple vendors and multiple divisions</p>	5	
	<p>COMMENT: Click here to enter text.</p>		
6.125	<p>Develop and maintain all documentation required for security audits and internal control and control testing</p>	5	

	COMMENT:	Click here to enter text.		
6.126		Provide a documented set of controls that is used to ensure the separation of data and security information among customer applications	5	
	COMMENT:	Click here to enter text.		
6.127		Provide documented procedures to perform background checks on personnel with administrative or other privileged access to servers, applications or customer data	5	
	COMMENT:	Click here to enter text.		
6.128		Provide documented procedures and establish procedures for vulnerability management, intrusion prevention, incident response, and incident escalation and investigation	5	
	COMMENT:	Click here to enter text.		
6.129		Provide documented identity management and help desk procedures for authenticating callers and resetting access controls, as well as for establishing and deleting accounts	5	

	COMMENT: Click here to enter text.		
6.130	Ensure all security controls required to meet DSHS' security policies are in place and followed	5	
	COMMENT: Click here to enter text.		
6.131	Provide security and proactive monitoring on the dedicated and shared environment at the infrastructure level	5	
	COMMENT: Click here to enter text.		
6.132	Monitor security to ensure compliance to Federal security regulations and approved Application plans, processes and procedures	5	
	COMMENT: Click here to enter text.		
6.133	Develop/maintain/follow a documented process for evaluating security alerts from OS and applications vendors, shielding systems from attack until patched, and installing security patches and service packs	5	

	COMMENT:	Click here to enter text.		
6. 1 3 4		Demonstrate that the security staff average more than four (4) years' experience in information security	0	
	COMMENT:	Gave the years of experience of two individuals but were vague on additional security staffs years of experience... did not confirm their average met the quals from the question.		
6. 1 3 5		Demonstrate that more than 75% of the Bidder's security staff has current security industry certification, such as from the Certified Information Systems Security Professional certification program (www.isc2.org), Global Information Assurance Certification or equivalent. Proof of certification must be made available to DSHS upon request.	0	
	COMMENT:	Did not answer the question directly and/or confirm that 75% of the security staff have current security certifications.		
6. 1 3 6		The Bidder will be responsible for providing access and authorization to systems. Examples Include: <ul style="list-style-type: none"> • Application specific access • Removing old IDs • Shutting off system authorizations 	5	
	COMMENT:	Click here to enter text.		
USER ACCOUNT MANAGEMENT				

6. 1 3 7	Coordinate administration of security access to the DSHS ACES Complex of Applications and dedicated functionality	5	
	COMMENT: Click here to enter text.		
6. 1 3 8	Adhere to DSHS policies for adding, changing, enabling/disabling and deleting log-on access of DSHS employees, agents and subcontractors	5	
	COMMENT: Click here to enter text.		
6. 1 3 9	Perform log-on/security-level access changes at the OS and system software levels as detailed in profiles and policies	5	
	COMMENT: Click here to enter text.		
6. 1 4 0	Develop, document, manage and maintain user account maintenance procedures including, but not limited to: <ul style="list-style-type: none"> • Configuration of new users, roles and responsibilities, credentials, etc. • Users Refresh/Change/Updates • Deletion of Users 	5	

	COMMENT: Click here to enter text.		
APPLICATION SYSTEM OPERATIONS SUPPORT			
6. 1 4 1	Develop, document and manage the processes and procedures for Interfaces and Batch Operations Architecture	5	
	COMMENT: Click here to enter text.		
6. 1 4 2	Define job scheduling requirements, application software interdependencies, and rerun requirements for all production jobs	5	
	COMMENT: Click here to enter text.		
6. 1 4 3	Utilize and manage scheduling tools for automating job execution (e.g., job workflow processes interdependencies, rerun requirements, file exchange functions, and print management)	5	
	COMMENT: Click here to enter text.		

6. 1 4 4	Maintain master job schedule and execute all batch jobs	5	
	COMMENT: Click here to enter text.		
6. 1 4 5	Perform job monitoring and manage resolution of any failed jobs	5	
	COMMENT: Click here to enter text.		
6. 1 4 6	<p>Monitor all Applications as agreed to in the documented monitoring policies, procedures and standards. Identify and report Application problems. This includes but is not limited to:</p> <ul style="list-style-type: none"> • Monitoring of buffers, database buffers, table space fragmentation, database space, unusual growth and propose solution in case of alert • Creation and monitoring of System logs, update error, database corruption, jobs, and propose solution in case of alert • Creation and monitoring of transaction and trace logs, network event logs and traces, garbage collector, memory and CPU utilization, indexes, etc., and propose a solution in case of an alert or resource issues • Monitoring of middleware (e.g., workflows, in- and out-bound queues) and system services, and report to DSHS according to agreed procedure • Monitoring of end-to-end transaction response time to allow measurements against SLAs • Monitoring of interfaces, and batch and job scheduling 	5	

	COMMENT: Click here to enter text.		
ACCOUNT MANAGEMENT AND QUALITY ASSURANCE REQUIREMENTS			
6. 1 4 7	Propose Account Management structure, planning and procedures	5	
	COMMENT: Click here to enter text.		
6. 1 4 8	Provide team that meets all qualifications outlined in the contract for the duration of the engagement unless explicit approval is received by DSHS in writing	5	
	COMMENT: Click here to enter text.		
6. 1 4 9	Maintain and implement Account Management structure, planning and procedures accordingly.	5	
	COMMENT: Click here to enter text.		

6.150	Develop a service process that clearly defines how to order, change or delete services	5	
	COMMENT: Click here to enter text.		
6.151	Provide monthly status reports capturing all elements outlined in the contract, including but not limited to: <ul style="list-style-type: none"> • Performance against SLAs • Activities performed during reporting period • Activities planned in the next reporting period • Risks and Issues • Status of any active enhancement projects against agreed upon scope, schedule and budget • Status of any active Additional Services Work Efforts 	5	
	COMMENT: Click here to enter text.		
SLR PERFORMANCE MANAGEMENT (ATTACHMENT 02)			
6.152	Define and implement methods for monitoring Service Level Requirements which govern the relationships between internal and external service providers (vendors), including provisioning, response times, etc.	5	
	COMMENT: Click here to enter text.		

6. 1 5 3	Monitor and report performance against service level requirements to DSHS	5	
	COMMENT: Click here to enter text.		
APPLICATION QUALITY MANAGEMENT			
6. 1 5 4	Participate in and address any findings in the following areas <ul style="list-style-type: none"> • Operations and service management • Quality assurance and control program process 	5	
	COMMENT: Click here to enter text.		
6. 1 5 5	Provide hours worked by employee broken down by task as defined by DSHS	5	
	COMMENT: Click here to enter text.		
6. 1 5 6	Provide application service level reporting based on agreed upon SLR Targets	5	

	COMMENT:	Click here to enter text.		
DECOMPOSITION PLAN				
6. 1 5 7	<p>Develop and maintain a Decomposition Plan. The Decomposition Plan shall address the proper action items required to transition from the current architecture to the to-be architecture throughout the IE&E Project(s) while ensuring no/low impact to Washingtonians who rely on ACES for critical services. The Decomposition Plan shall include the following:</p> <ul style="list-style-type: none"> • Current ACES application landscape and data analysis <ul style="list-style-type: none"> – Applications: List IT applications and systems to be sunset, as well as those that may be needed in the to-be architecture. – Integrations between applications: Document upstream and downstream systems (according to the current state) that touch ACES and potential impacts as touchpoints are retired. – Features: Capture the lowest level capabilities that ACES performs for current clients. – Data flows: Capture data elements to and from the ACES system. • Transition into the target state architecture (IE&E Modernization Products) <ul style="list-style-type: none"> – Applications: Identify components to be sunset, replacement candidates, and gaps. – Integrations: Approach to minimize impacts to integrated services and current architecture. – Features: Plan to retaining features or capabilities during the sunseting of the associated ACES components. • Data Decommissioning: <ul style="list-style-type: none"> – Identify and complete data backup requirements – Identify and schedule on-premises servers for decommissioning – Cancel maintenance and software contracts related to decommission services <p>Additionally, the Decomposition Plan should include approach, timelines, risk assessment, KPIs, and monitoring for the areas noted above.</p> <p>Please attach a sample Decomposition Plan from a similar legacy replacement engagement.</p>		5	

	COMMENT: Click here to enter text.		
M&O TURN OVER SERVICE REQUIREMENTS			
6.158	Create a detailed Turn-Over Plan that covers all activities and the efforts of all involved parties. This part of the plan should express this in time and budget requirements, action ownership and program governance.	5	
	COMMENT: Click here to enter text.		
6.159	Complete inventory of all assets covered by the Contract and required to provide the services	5	
	COMMENT: Click here to enter text.		
6.160	<p>Ensure that the M&O Turn-Over Plan includes handing over the key assets in an agreed-to format. These assets include, but are not limited to:</p> <ul style="list-style-type: none"> • Customer and other records (including subcontractor agreements that are required to provision the services) • Configuration information • Databases • Documentation • Asset registers • Programs • Knowledge databases 	5	

	<ul style="list-style-type: none"> • Fault databases • Asset maintenance history and status • Manuals • Process and procedure documentation • Any other similar items that the Bidder used or produced during the course of, or for the purpose of, provisioning the services or relating to the configuration control of the services • Source code • Development tools and procedures • Architecture and design documents to include logical system models, diagrams and blueprints 		
	<p>COMMENT: Click here to enter text.</p>		
6.161	Hold briefings on the status and comprehensive nature of all items handed over	5	
	<p>COMMENT: Click here to enter text.</p>		
6.162	Complete knowledge transfer of the services to DSHS or alternate service provider(s)	5	
	<p>COMMENT: Click here to enter text.</p>		

6. 1 6 3	Define the means by which no interruption of the provision of the services, or reduction in service levels, will occur during the handover period, and during transfer to DSHS or the new service provider	5	
	COMMENT: Click here to enter text.		
6. 1 6 4	Arrange for the provisioning of a physical data room into which information shall be placed, for the organization and the new service provider to inspect and make copies for removal	5	
	COMMENT: Click here to enter text.		
6. 1 6 5	Manage the implementation of the Turn-Over Plan and the Disentanglement Plan	5	
	COMMENT: Click here to enter text.		
6. 1 6 6	Manage regularly scheduled and ad hoc meetings, as well as other communications, to address issues that may affect how involved parties perform their responsibilities in relation to the Turn-Over Plan and/or the Disentanglement Plan	5	
	COMMENT: Click here to enter text.		

6. 1 6 7	Assist DSHS in developing the final handover and acceptance criteria	5	
	COMMENT: Click here to enter text.		
6. 1 6 8	Introduce the new service provider to all relevant information and training to allow the service provider to leverage the DSHS ACES Platform, tools and services and operate within the multi-vendor environment, as required	5	
	COMMENT: Click here to enter text.		
PREVENTATIVE MAINTENANCE			
6. 1 6 9	<p>Examples of preventative maintenance include:</p> <ul style="list-style-type: none"> • Addressing documented problems that would save enough analyst support time or have material impact on the business to justify making code changes • Reducing time spent looking for the root cause of problems regardless of whether any action is taken • Code refactoring such as extracting one or more smaller sub-routines from a larger routine or removing duplicate routines and replacing with one shared function. • Removing obsolete code or application modules that are no longer in use. • Improving internal support-related processes. • Making JCL changes to include table backups/reorganizations. 	5	

	COMMENT: Click here to enter text.		
6.170	<p>DSHS and the Bidder will minimize the potential impact of future events on the supported applications by agreeing to exchange any information — business, functional and technical — of expected events that might require preventive actions in regard to the supported applications. The following, non-exhaustive, list of events will trigger preventive maintenance activities:</p> <ul style="list-style-type: none"> • Changing business volumes • Application packages releases by any Independent Software provider • Application packages patches and fixes • Revisions, and upgrades to platform software and utilities • Special events, such as state and federal holidays, marketing initiatives, fiscal year end 	5	
	COMMENT: Click here to enter text.		
6.171	<p>On notice of such a special event, the Bidder will analyze the impact of the event on supported applications and propose a solution as a work request. Acceptance and fulfillment of such work request will be in accordance with the procedure as set out in this Agreement. The following, non-exhaustive, list of preventive maintenance activities can occur:</p> <ul style="list-style-type: none"> • Application of release upgrades • Application of system patches • Archiving or purging as appropriate to free up storage for expected data volume increase • Pre-production execution simulation • Testing for special events 	5	

	COMMENT: Click here to enter text.		
ADAPTIVE MAINTENANCE			
6. 1 7 2	<p>DSHS and the Bidder further agree that there are standardized work requests with known effort and lead time that can be requested by DSHS as part of Adaptive Maintenance activities. The Bidder will respond to such Pre-Approved work requests by DSHS within the agreed lead time as set out for each Pre-Approved work request.</p> <p>Examples Include:</p> <ul style="list-style-type: none"> • Installation, configuration and testing of dot releases and patches of Bidder package/COTS software (including security patches) • Required upgrades to a new version of the application’s DBMS, language(s), utilities and/or operating system • Testing the application following changes to the hardware environment such as server upgrades, virtualization, etc. • Changes to support application security • Required modifications due to new Framework versions • Changing JCL due to changes in versions of software support tools • .Net, Java upgrades • Ensuring software is maintained within an N-1 revision level unless agreed upon by DSHS • Implement and integrate major software upgrades according to the application list contained in Section 5.4 - ACES System Software • Logging and monitoring of system performance, system events, issues and errors, and storage of system logs for log review, analysis and correlation <p>This does not include implementation of a Contractor package/COTS software which include a substantial amount of new or changed business functionality and require significant effort to implement.</p>	5	
	COMMENT: Click here to enter text.		
PERFECTIVE MAINTENANCE			

6. 1 7 3	<p>The vendor understands and accepts that it bears the responsibility to continuously aim for improving the performance and efficiency of the supported applications. The Bidder therefore consistently analyzes the potential improvement areas to maximize the transaction processing capabilities of the supported applications and shorten the effort required to manage the supported applications. The following, non-exhaustive, list of perfective maintenance activities can occur:</p> <ul style="list-style-type: none"> • General performance tuning • Improve incident and change response • Improve incident resolution processes • Increase automation to shorten change request implementations • Archiving to increase application performance • Database performance tuning • Platform Optimization 	5	
COMMENT:	Click here to enter text.		
DESIGN DOCUMENTATION			
6. 1 7 4	<p>The Bidder will be responsible for conducting systems analysis and producing design documentation that reflects any changes or adjustments to the as-built architecture diagrams. The development of such documentation will be based on formal requirements specifications and will follow a formal process of analysis and design. The products of analysis and design will include a reflection of logical and functional changes to the hardware and software components of the system.</p>	5	
COMMENT:	Click here to enter text.		
SYSTEM DOCUMENTATION			

6. 1 7 5	<p>The Bidder will be responsible for maintaining existing system documentation that describes the system landscape in the form of as-built architecture diagrams/blueprints, configuration specifications, operating guides and instructions. System changes and enhancements will build upon the as-built documentation, developing new documentation as needed.</p> <p>System documentation for infrastructure and application software shall include system support and design documentation.</p> <p>This includes maintaining and setting up system documentation in DSHS agreed upon repositories.</p>	5	
COMMENT:	Click here to enter text.		
BUSINESS RULES MAINTENANCE			
6. 1 7 6	<p>The Bidder will be responsible for updating business rules. This includes:</p> <ul style="list-style-type: none"> • Updating business rules stored in editable tables • Explanations of and assistance with setting up Supplemental Tables • Change of business rules requiring changes to code 	5	
COMMENT:	Click here to enter text.		
SYSTEM AUDITS			

6. 1 7 7	The Bidder will be responsible for supporting system audits by providing requested reports, data and information.	5	
COMMENT:	Click here to enter text.		
DATA DISCREPANCIES			
6. 1 7 8	<p>Examples of data discrepancies Include:</p> <ul style="list-style-type: none"> • End user misuse of system functionality that can cause undesired effects. DSHS is then asked to "fix" the data • Customers ask DSHS to investigate data mismatches between two systems and it turns out not to be a system problem, but the way the user was looking at the data • Physically manipulating production data caused by a customer's inappropriate use of the system • Instances where screen level field edits are not implemented or enabled • Circumstances where referential integrity of data is not enforced 	5	
COMMENT:	Click here to enter text.		
<p>4. 3 Key Personnel</p> <p>The contract resulting from this competitive solicitation will require highly skilled resources with a high level of management. Bidders shall describe in detail their approach to sourcing and managing high level staffing contracts. Bidders shall submit a one page resume for each of the key personnel listed in Section A.7.2. Individual resumes shall clearly indicate which roll each resource will be assigned.</p>		200 MAX POINTS	TOTAL SCORE: 195
	The contract resulting from this solicitation will require that any change in key staff will be subject to prior DSHS approval. The contract will also provide that DSHS may request the removal of selected staff on three (3) days'	25	

4. 3. 1	notice and provide replacement staff without impacting the schedule. Describe your firms approach to sourcing highly skilled resources on short timelines			
	COMMENT:	Click here to enter text.		
4. 3. 2	The Bidder must commit that staff identified in its response will actually perform the assigned work. Any staff substitution must have the prior approval of DSHS. Please indicate your agreement to the statements above.		25	
	COMMENT:	Click here to enter text.		
4. 3. 3	Discuss the Bidder's plans to avoid and minimize the impact of staff changes.		20	
	COMMENT:	Did not highlight the absence of turnover – do they provide a healthy and satisfying working environment where they do not experience turnover that would affect this project?		
4. 3. 4	Provide a narrative describing the proposed team and their approach to working with DSHS.		25	
	COMMENT:	Click here to enter text.		
4. 3. 5	Provide a proposed organizational structure.		25	
	COMMENT:	Click here to enter text.		
	Describe the Bidder's policies, plans, and intentions regarding maintaining continuity of personnel assignments throughout the performance of any Work Order resulting from this Work Request.		25	

4. 3. 6	COMMENT:	Click here to enter text.		
4. 3. 7	Address how availability of any of the proposed staff for this Engagement could be impacted from existing contracts to which they are currently assigned or from other potential contracts for which they are proposed. Where such cases exist, identify the priority DSHS would have in cases of conflict		25	
	COMMENT:	Click here to enter text.		
4. 3 8	Describe how your company will ensure continuity of service in the event your resource becomes unavailable during the term of this Work Order.		25	
	COMMENT:	Click here to enter text.		
4.4 Bidder Engagements. Bidders shall provide information on least three (3) successful Engagements with different clients. At least one (1) of the Engagements should be similar or larger in scope and complexity to this RFP. Bidders must describe how their engagements are similar or larger in scope and complexity to this project. Present a discussion of the Bidder's specific experience in the performance of similar Engagements to manage, plan, design, develop, and implement successful efforts that meet the criteria of this RFP. Clearly describe the scope and scale of those Engagements. Describe why your experience positions your firm as the best candidate for this Engagement.			100 MAX SCORE	TOTAL SCORE: 100
4. 4 1	Engagement 1			

	COMMENT:	Click here to enter text.		
4. 4 2	Engagement 2			
	COMMENT:	Click here to enter text.		
4. 4 3	Engagement 3			
	COMMENT:	Click here to enter text.		
	Other			
	COMMENT:	Click here to enter text.		

4.6 Contract Questionnaire This Section of the Bidder Response Form contains questions regarding the vendor’s capability. Responses shall utilize the space provided below. If the contractor requires additional space, additional pages may be added. DSHS is interested in knowing the following information about a vendor’s experience and approach managing complex systems.		100 MAX SCORE	TOTAL SCORE: 100
4. 6. 1	What is your company’s and staff’s specific experience with large, highly integrated ecosystems		
	COMMENT: Click here to enter text.		
4. 6. 2	What is your company’s and staff’s specific experience with in the public assistance domain?		
	COMMENT: Click here to enter text.		
4. 6. 3	What is your approach to working with multiple vendors and agencies in support of a single project? The ACES environment impacts millions of customers and many State agencies, please be specific in your approach and experience		
	COMMENT: Click here to enter text.		

4. 6. 4	What is your approach to managing development efforts in parallel with the legacy system undergoing continuous enhancements?	COMMENT: Click here to enter text.		
4. 6. 5	What is your approach to developing and maintaining a Decomposition Plan and modular transition activities?	COMMENT: Click here to enter text.		
4. 6. 6	What is your experience for implementing integrated business rules for multiple public assistance programs such as Medicaid, Supplemental Nutrition Assistance Program, Temporary Assistance for Needy Families, etc.?	COMMENT: Click here to enter text.		
4. 6. 7	What are the critical elements to assuming responsibility for ACES? What will you require from the incumbent contractor or the state in order to assume responsibility?			

	COMMENT:	Click here to enter text.		
4. 6. 8		Describe the approach to maintaining 24/7 support. How are after hours issues handled?		
	COMMENT:	Click here to enter text.		
4. 6. 9		Describe the approach to monitoring Service Level Requirements which govern the relationships between internal and external service providers (vendors), including provisioning, time to respond to requests etc.		
	COMMENT:	Click here to enter text.		
4. 6. 10		In Section B of the RFP the HHS Coalition describes a list of modular components being considered by the IE&E Workgroup. Describe, in detail, your approach to maintaining and operating a legacy environment, similar to that described in this RFP, while also supporting a major modernization effort of that environment.		
	COMMENT:	Click here to enter text.		

4. 6. 11	Describe your approach to developing a modular cost model that supports the incremental breakout of modules from the ACES Fixed Price.			
	COMMENT:	Click here to enter text.		
	Describe any experience migrating a HHS mainframe to a cloud environment.			
	COMMENT:	Click here to enter text.		
4. 6. 13	How does your company manage IT Service Level Requirements such as requiring system up time in excess of 99.9%? What is your approach to managing operations critical SLR's? What other critical SLR's has your organization dealt with in the past and what methods were used?			
	COMMENT:	Click here to enter text.		
4. 6. 14	Are there requirements which we did not include but that you as a vendor commit to providing during the course of this engagement?			

		COMMENT: Click here to enter text.		
	4. 6. 15	What risks and opportunities should DSHS be consider as we envision the next five years of this system? How can you help us mitigate these risks and take advantage of emerging opportunities?		
		COMMENT: Click here to enter text.		

WRITTEN RESPONSE SCORING
September 19-October 14
RFP #2223-808
ACES M&O

Vendor Name: Deloitte

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 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 4.1 Executive Summary	75 points
Section 4.2 Bidder Performance Requirements	200 points
Section 4.3 Key Personnel	200 points
Section 4.4 Bidder Engagements	100 points

Section 4.6 Contract Questionnaire

100 points

If you have questions, please direct them to Nicole Kahle, Solicitation Coordinator, phone 360-664-####. 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 #2223-808

You will be evaluating five parts of the bidder’s submission: Section 4.1 Executive Summary, 4.2 Bidder Performance Requirements, 4.3 Key Personnel, 4.4 Bidder Engagements, and 4.5 Contract Questionnaire. If a question requires Bidders to submit additional documents, they will be included in an attached document.

4.	4.1 BIDDER Executive Summary (75 Points)	75 MAX POINTS
A	<p>The executive summary should describe the Bidder’s response at a high level in terms of Engagement approach, perspective, staffing, skill levels, and overall Work Description. It should demonstrate that the Bidder understands the scope and objectives of the Engagement. The executive summary should describe the bidder’s high level approach and plan for providing transition services that support the modular transition and legacy decomposition approach</p> <p>The Bidder shall provide a corporate description with sufficient information to substantiate proven expertise in the products and services being requested in this RFP.</p> <p>The Bidder shall disclose any company restructurings, mergers, and acquisitions over the past five (5) years or during the course of this project.</p> <p>The Bidder shall specify the location of the organization’s principal office and the number of executive and professional personnel employed at this office.</p> <p>The Bidder shall state the number of years the Bidder has been providing the products and services being proposed.</p> <p>The Bidder shall provide the name and the state of incorporation, if incorporated.</p> <p>The Bidder shall describe their standard project management methodology, the proposed project management approach for this project, and any tailoring of their standard methodology anticipated for this project.</p> <p>The Bidder shall agree to cooperate in good faith with DSHS to support three priority areas: 1) maintenance and support for the ACES system to ensure ongoing DSHS services are delivered; 2) timely development, testing and implementation of changes and modifications required by state or federal mandate; and 3) robust and timely support provided to DSHS and its IE&E partners for the planned transition to the new IE&E solution. Additional resources to meet these priorities will be added by the Change Order process.</p> <p>The Bidder shall provide a narrative for their overall approach to delivering the services required by DSHS including their approach to defining the Decomposition Plan</p>	<p align="center">TOTAL SCORE: 65</p>

	COMMENT:	Seems a larger focus on change/transition & IE&E rollout than on M&O		
4.2 Bidder Performance Requirements The contract resulting from this competitive solicitation will require the bidder to perform a wide array of technical tasks utilizing various resources. DSHS has provided a list of technical performance requirements in section 6 of the solicitation. Bidders shall refer to the technical requirements listed in section 6 and respond to each individual numbered requirement in a narrative format. Bidders shall provide information showing their understanding and capability to satisfy the requirement, including examples of previous contracts with similar performance requirements the contractor has accomplished successfully under any previous contracts. Bidder shall provide any assumptions made in creating responses to the requirements in this section			200 MAX POINTS	TOTAL SCORE: 200
6.1		Collaborate to integrate the Bidder's operational activities into DSHS standard processes and continuously identify opportunities to improve the processes		
	COMMENT:	Fully addressed		
6.2		Develop service requests whenever the Bidder requires changes to the infrastructure		
	COMMENT:	Fully addressed		
CAPACITY MANAGEMENT				
6.3		Collaborate with DSHS to understand any business trends which could impact systems' capacity requirements, analyze historical trends and provide capacity forecast		
	COMMENT:	Fully addressed		
		Participate in and adhere to DSHS' capacity planning processes		

6.4	COMMENT:	Fully addressed	
6.5	Advise Client of need to allocate additional processing resources or allocate additional storage resource based on predefined parameters and observed growth patterns		
	COMMENT:	Fully addressed	
OPERATIONAL PROCESS			
6.6	Participate and adhere to DSHS ITIL service management process		
	COMMENT:	Fully addressed	
6.7	Deliver DevOps capability for continuous delivery following industry standards utilizing industry accepted automation tools		
	COMMENT:	Fully addressed	
CHANGE/RELEASE MANAGEMENT			
6.8	Identify and submit any Application changes in compliance with DSHS' Change/ Release Management process		
	COMMENT:	Fully addressed	
	Adhere to DSHS ITIL change/release processes		

6.9	COMMENT:	Fully addressed	
6.10	Provide required documentation regarding each Application change/release		
	COMMENT:	Fully addressed	
DevOps CAPABILITY			
6.11	Maintain Application software configuration in the DSHS source code management tool		
	COMMENT:	Fully addressed	
6.12	Capture any Application software configuration changes included in any change request		
	COMMENT:	Fully addressed	
6.13	Ensure up-to-date and accurate Application configurations are captured in the software configuration management tools; any errors should be reported to DSHS immediately		
	COMMENT:	Fully addressed	
	Maintain an inventory of all applications in the DSHS environment for which the vendor will be providing M&O services (including all attributes captured on the application inventory provided in the procurement library)		

6.14	COMMENT:	Fully addressed	
6.15	Manage source code in DSHS authorized source code management tool		
	COMMENT:	Fully addressed	
6.16	Provide automated deployment methods using DSHS automated continuous deployment tools and technology as well as provide deployment documentation, scripts and configuration to the release processes		
	COMMENT:	Fully addressed	
6.17	Ensure master copies of new software versions in a secured software library and update configuration databases		
	COMMENT:	Fully addressed	
6.18	Manage infrastructure as code (IaC) for using DSHS virtualization tools (such as Puppet, Ansible, etc.) and technology for development, test and production environments.		

	COMMENT:	Fully addressed	
6.19		Manage continuous delivery environments as needed by DSHS maintenance and operation and enhancement activities	
	COMMENT:	Fully addressed	
DISASTER RECOVERY			
6.20		Participate in and complete all Application related disaster recovery activities outlined in the Disaster Recovery Plan	
	COMMENT:	Fully addressed	
6.21		Participate in disaster recovery planning including developing/updating the disaster recovery plan, identifying required changes in the disaster recovery plan (e.g. a change in contact information)	
	COMMENT:	Fully addressed	
6.22		The Bidder will be responsible for supporting the ACES Complex during disaster recovery and disaster recovery exercises. Bidder will be responsible for supporting and maintaining the applications in the disaster recovery environment and return from the disaster recovery environment to normal production. The Bidder will be responsible for ensuring the disaster recovery environment is functioning. Bidder responsibilities include, but are not limited to: <ul style="list-style-type: none"> Plan and schedule disaster recovery testing 	

	<ul style="list-style-type: none"> • Document and perform recovery of the Application • Recover data and storage according to RTO/RPO requirements • Assist with/resolve remediation of recovery issues • Establish WAN connectivity from data center to the State/DSHS WAN • Return application from recovery site to normal production • Documentation of exercise • Actively participating in the execution of the recovery plan in the event of a disaster at the instruction of DSHS 	
	COMMENT: Fully addressed	
6. 2 3	Identify appropriate resources to support DSHS' disaster recovery planning, testing and execution	
	COMMENT: Fully addressed	
6. 2 4	Perform tasks outlined in the Disaster Recovery Plan in the event DSHS initiates a disaster	
	COMMENT: Fully addressed	
HELP DESK AND INCIDENT MANAGEMENT		

6. 2 5	Adhere to application support escalation procedures. DSHS uses a tiered incident response process where incidents are triaged by DSHS staff prior to escalation to the next tier of support		
	COMMENT: Fully addressed		
6. 2 6	Provide Application Solution expertise and involvement for resolution of service, incident, problem and change, following DSHS ITIL process		
	COMMENT: Fully addressed		
6. 2 7	Log updates into the ticket tracking system in a timely manner in alignment with the DSHS' processes, policies and procedures		
	COMMENT: Fully addressed		
6. 2 8	Review the status of open service, incident, problem, change and related problems and the progress being made in addressing problems related to the applications		
	COMMENT: Fully addressed		

6. 2 9	Conduct/participate in incident and problem management review sessions and provide status and problem impact categorization		
	COMMENT: Fully addressed		
PROBLEM MANAGEMENT SERVICES AND ROOT CAUSE ANALYSIS			
6. 3 0	Provide expertise and be an active participant in the process to troubleshoot, diagnose and address the root cause of critical problems as required by DSHS (e.g. participate in "all hands on deck" meetings until a permanent fix to the incident is developed)		
	COMMENT: Fully addressed		
6. 3 1	Develop/maintain procedures for performing Root Cause Analysis (RCA) that meet requirements and adhere to defined policies		
	COMMENT: Fully addressed		
6. 3 2	Conduct proactive trend analysis to identify and mitigate recurring incidents		

	COMMENT:	Fully addressed		
6. 3 3	Track and report recurring incidents or failures and provide associated consequences of repeating incidents if there is a business impact to DSHS			
	COMMENT:	Fully addressed		
6. 3 4	Recommend solutions to address recurring incidents or failures			
	COMMENT:	Fully addressed		
6. 3 5	Provide status report detailing the root cause of and work around procedure for correcting recurring incidents until closure through a permanent fix as determined by DSHS			
	COMMENT:	Fully addressed		
SECURITY ADMINISTRATION				

6. 3 6	Adhere to access profiles and policies for adding, changing, enabling/disabling and deleting Log-On access for DSHS employees, agents and subcontractors to the ACES application		
	COMMENT: Fully addressed		
6. 3 7	Adhere to Application security plan based on DSHS and Federal application security requirements, standards, procedures, policies which includes, but is not limited to, procedures for security monitoring and log management functions, Application vulnerability management		
	COMMENT: Fully addressed		
6. 3 8	Adhere to DSHS' security policies and industry standards of physical and logical security plans		
	COMMENT: Fully addressed		
6. 3 9	Review all security patches relevant to the environment and classify the need and speed in which the security patches should be installed as defined by security policies		
	COMMENT: Fully addressed		

6.40	Support DSHS in performing security related activities and corrective action plans such as report development, controls documentation, HIPAA compliance activities, IRS 1075 compliance activities, performing security audits, etc.		
	COMMENT: Fully addressed		
6.41	Maintain all documentation required for Application security audits and internal control and control testing		
	COMMENT: Fully addressed		
6.42	Support the placement of systems with particularly sensitive data in controlled access areas. Only end-users with authorized access permission will be allowed to enter these areas (e.g., read access in logs, write access in some folders, etc.).		
	COMMENT: Fully addressed		
6.43	Provide a documented set of controls that is used to ensure the protection of data and security information among customer applications		
	COMMENT: Fully addressed		

6.44	Ensure all Applications and tools provide adequate protection of data that is covered by regulatory or other compliance requirements — for example, those of the U.S. HIPAA, IRS 1075, ACA and HITECH Acts		
	COMMENT: Fully addressed		
6.45	Adhere to documented procedures to ensure background checks are performed on vendor personnel with administrative or other privileged access to servers, applications or customer data per CFR, RCW, DSHS, and vendor policy (whichever is more stringent)		
	COMMENT: Fully addressed		
6.46	Adhere to documented procedures for super user privilege management and database activity monitoring controls or the equivalent to detect inappropriate behavior by personnel with administrative access.		
	COMMENT: Fully addressed		
6.47	Report any security violations to DSHS per DSHS policies.		
	COMMENT: Fully addressed		

6. 4 8	Will follow and support DSHS Security Design Review process for all required actions.			
	COMMENT:	Fully addressed		
6. 4 9	Support audit requirements, when applicable. Support resolution of audit findings.			
	COMMENT:	Fully addressed		
6. 5 0	Support Forensic Investigations			
	COMMENT:	Fully addressed		
USER ACCOUNT MANAGEMENT				
6. 5 1	Develop/document/manage and maintain Application user account maintenance procedures including, but not limited to: <ul style="list-style-type: none"> • Configuration of new users, roles and responsibilities, credentials, etc. • Users Refresh / Change / Updates • Deletion of Users 			

	COMMENT:	Fully addressed		
6. 5 2	Provide assistance to DSHS, as required, in administering Application user accounts			
	COMMENT:	Fully addressed		
6. 5 3	Design, build and test application fixes			
	COMMENT:	Fully addressed		
6. 5 4	Address failures that cause crashes, hang-ups, data loss or corruption, erroneous results or any other Application related issues which impact the business' ability to perform their work (excluding warranty fixes and design issues, which are addressed elsewhere)			
	COMMENT:	Fully addressed		
6. 5 5	The Bidder will be responsible for fixing failures (not functioning as designed) that cause a crash, degraded state, data loss or corruption, erroneous results or no work around for a major documented function. Includes associated analysis, design, coding, testing, configuration, communications, documentation, and implementation. Also includes issues encountered in the course of keeping purchased application packages up and running.			

	<p>Examples include:</p> <ul style="list-style-type: none"> • Application errors • Release errors • Code merge errors • System is down • Data records not processing as designed due to coding problems • Problems transmitting data between systems • System generating Incorrect or misleading data • Data download failures • System clocking (due to an application problem) • Unacceptable user work around due to system bugs • Data contention errors 		
	<p>COMMENT: Fully addressed</p>		
<p>6. 5 6</p>	<p>Where the resolution of a defect or error requires changes to the application functionality or technology, the Bidder will initiate and fulfill a work request indicating the urgency. The following, non-exhaustive, list of changes are included in the Corrective Maintenance Services as part of defect or error resolution:</p> <ul style="list-style-type: none"> • User interface changes • Changes to system interfaces • Application module changes • Database changes • Modification to standard query structure • Report changes 		
	<p>COMMENT: Fully addressed</p>		

TOOL USAGE			
6. 5 7	Leverage all tools available to DSHS. DSHS' preference is to continue using the same tools, however, is open to changing tools if the Bidder can justify the migration.		
	COMMENT:	Fully addressed	
APPLICATION OPERATIONS SUPPORT			
6. 5 8	Maintain/enhance procedures for performing Application specific administration.		
	COMMENT:	Fully addressed	
6. 5 9	Develop new as-built system documentation and maintain existing as-built system logical design documentation and blueprints that reflect the organization and interrelationships of application system components, modules and objects		
	COMMENT:	Fully addressed	

6.60	6.60	Validate and maintain the existing data dictionary and business glossary for schemas, tables, and elements in the DB2 data model. This documentation shall include both technical details (description, data type, character length, acceptable values, required, null acceptable, etc.) and business definitions. The vendor should use a modern data governance tool that supports a data dictionary and business glossary and establish a process for ensuring it is easily accessible, updated and maintained		
	COMMENT:	Fully addressed		
	6.61	Prepare pre-production release software for production and pre-production testing		
	COMMENT:	Fully addressed		
6.62	6.62	Continually monitor data quality and identify opportunities for improvement		
	COMMENT:	Fully addressed		
SYSTEM PERFORMANCE/MONITORING				

6. 6 3	<p>Maintain/enhance monitoring policies, procedures and standards for the Applications including, but not limited to:</p> <ul style="list-style-type: none"> Monitoring of buffers, database buffers, table space fragmentation, database space, unusual growth and propose solution in case of alert Monitoring of System logs, update error, database corruption, jobs, and propose solution in case of alert Monitoring of transaction and trace logs, network event logs and traces, garbage collection, memory and CPU utilization, indexes, etc., and propose a solution in case of an alert or resource issues Monitoring of middleware (e.g., workflows, in- and out-bound queues) and report to DSHS according to agreed procedure Monitoring of end-to-end transaction response time to allow measurements against SLAs Monitoring of interfaces and batch and job scheduling 		
COMMENT:	Fully addressed		
6. 6 4	Perform Applications related database administration tasks		
	Fully addressed		
M&O IMPROVEMENTS			
6. 6 5	<p>Continually identify, and where appropriate and approved, implement M&O improvement opportunities such as:</p> <ul style="list-style-type: none"> Improving or automating support processes Removing unused, orphaned or "dead code" Identifying opportunities to retire legacy systems Improving the quality and modularity of developed code Proactive elimination of recurring problems 		

	<ul style="list-style-type: none"> • Improve performance management • Improve capacity management 		
IMPLEMENT ENHANCEMENT REQUIREMENTS			
6. 6 6	Ensure all service and enhancement requests are logged in the DSHS defined ITSM tool.		
	COMMENT: Fully addressed		
6. 6 7	Support the annual planning for technology refresh in compliance with software vendor licensing and specifications and upgrades		
	Fully addressed		
6. 6 8	Produce cost and labor hour estimates based on DSHS' scope definition document		
	Fully addressed		

6.69	Collaborate with DSHS to clarify any ambiguous requirements and/or to collect more information required to produce a proposal for a specific scoping document		
	COMMENT: Fully addressed		
6.70	Provide architectural design approach and cost estimation documentation and justification to DSHS and receive approval from DSHS prior to commencing DDI activities on any scoping document		
	COMMENT: Fully addressed		
6.71	Provide estimates which capture the projects scope, schedule, budget (including DSHS resources), testing plan, staffing plan, infrastructure impact training plans and milestones/deliverables and a release check-list		
	COMMENT: Fully addressed		
6.72	Create conceptual and functional specifications		
	COMMENT: Fully addressed		

6. 7 3	Create design documents including architecture, security and technical design			
	COMMENT:	Fully addressed		
6. 7 4	Provide infrastructure requirements to DSHS in DSHS' required format			
	COMMENT:	Fully addressed		
6. 7 5	Develop application changes including configuration changes/modifications and custom development			
	COMMENT:	Fully addressed		
6. 7 6	Conduct walk-through review of configuration change/modification/development			
	COMMENT:	Fully addressed		

6. 7 7	Program, compile and document configuration changes/modifications/new code developed		
	COMMENT: Fully addressed		
6. 7 8	Develop integration strategy (with external applications) and provide functional specifications for any development required on external system		
	COMMENT: Fully addressed		
6. 7 9	Perform testing outlined in the proposal (E.g. unit testing, integration testing, regression testing) on all changes		
	COMMENT: Fully addressed		
6. 8 0	Manage Application environments during test cycles		
	COMMENT: Fully addressed		

6.81	Update all related technical architecture and design documentation		
	COMMENT: Fully addressed		
6.82	Maintain overall accountability for management of technical/System documentation		
	COMMENT: Fully addressed		
6.83	Maintain existing technical/System documentation as required to reflect System changes and/or to enhance or improve quality of documentation		
	COMMENT: Fully addressed		
6.84	<p>Establish coding standards (based on DSHS policies and standards), document standards, obtain DSHS approval, and ensure all project teams conform to these standards. The process for enforcing coding standards must:</p> <ul style="list-style-type: none"> • Include validations to ensure that code comments and in-line code documentation is properly implemented • Utilize a combination of code peer reviews, custom tools and third-party tools including open source tools • Include the production of reports demonstrating code standards enforcement and coverage across code base • Include specific processes to ensure code reusability and enforcement of code reusability standards • Include support for the DSHS quality assurance team to perform periodic or random audits and code reviews 		

	COMMENT:	Fully addressed		
6. 8 5	Continually identify and implement software development process improvement opportunities such as: <ul style="list-style-type: none"> • Implementing automated regression testing, performance testing, etc. • Implementing tools • Enhancements to methodology 			
	COMMENT:	Fully addressed		
ENTERPRISE DATA WAREHOUSE				
6. 8 6	Analyze the business users' requests to gain a high level understanding of requirements and costs			
	COMMENT:	Fully addressed		
6. 8 7	Work with requestor to fully understand their business need			
	COMMENT:	Fully addressed		

6. 8 8	Leverage multiple techniques to ensure their business needs are fully understood and addressed including, but not limited to: <ul style="list-style-type: none"> • Developing mock-ups • Developing proof of concepts • Providing training/demos • Leveraging DSHS's approach to development 		
		Fully addressed	
6. 8 9	Support testing to ensure accurate data prior to migrating to production		
	COMMENT:	Fully addressed	
6. 9 0	Follow meta data practices and policies to ensure business data is well defined and can be used by the business users		
	COMMENT:	Fully addressed	
6. 9 1	Provide data user support after the data/report/tool goes into production		

	COMMENT:	Fully addressed		
6.92	Find opportunities to streamline reports provided including identifying opportunities to consolidate reports			
	COMMENT:	Fully addressed		
6.93	Develop and maintain programs and interfaces (ETL) for extracting data from systems of records			
	COMMENT:	Fully addressed		
6.94	Develop and maintain programs and interfaces (ETL) for transforming data in support of business intelligence tooling and services			
	COMMENT:	Fully addressed		
IT OPERATIONS SUPPORT REQUIREMENTS				

6. 9 5	Develop, manage and maintain knowledge base to improve self-service and help desk's capabilities to address user questions		
	COMMENT: Fully addressed		
6. 9 6	Escalate tickets to Level 2/3 support when additional application knowledge is required; manage, track and report tickets through the process		
	COMMENT: Fully addressed		
6. 9 7	Participate in system incident management reporting, tracking, escalation and resolution activities		
	COMMENT: Fully addressed		
SUPPORT, MAINTAIN, AND OPERATE ENTERPRISE IT PROCESSES →CAPACITY MANAGEMENT			
6. 9 8	Develop/maintain and administer comprehensive DSHS Capacity Management process, including, but not limited to: <ul style="list-style-type: none"> • Developing capacity forecasts based on forecasted usage (e.g. adding users, adding functionality) • Monitoring IT resources (e.g. applications, OS, servers, database, network, disks) usage to enable proactive identification of capacity and performance issues and recommend changes 		

	<ul style="list-style-type: none"> Identify areas where capacity levels can be increased while decreasing operating costs by changing the architecture/design Implement tools that allow for capacity monitoring/trending 		
	COMMENT: Fully addressed		
6.99	Provide capacity projections report for all DSHS infrastructure and applications supported by the vendor and as required by DSHS		
	COMMENT: Fully addressed		
6.100	Provide utilization and capacity reporting		
	COMMENT: Fully addressed		
SUPPORT, MAINTAIN, AND OPERATE ENTERPRISE IT PROCESSES →CHANGE AND RELEASE MANAGEMENT			
6.101	Collaborate with DSHS to maintain and adhere to change and release management processes, procedures and standards to be followed to by all of DSHS's applications systems supported by the vendor		

	COMMENT:	Fully addressed		
6.102	Collaborate with DSHS to maintain and adhere to standard procedures and methods for each type of change including application services, interfaces, hardware, operating systems, databases, storage, network, batch schedule changes, etc.			
	COMMENT:	Fully addressed		
6.103	Collaborate with DSHS to maintain and adhere to a schedule of planned changes and provide to DSHS for review as required.			
	COMMENT:	Fully addressed		
6.104	Manage and maintain the processes and procedures for production deployment (including roll-back planning)			
	COMMENT:	Fully addressed		
6.105	For each release, ensure the change request has developed a business contingency/back out plan			

	COMMENT:	Fully addressed		
6.106	Ensure all DSHS vendors and partners comply with change/release management policies and procedures and environment configurations remain synchronized. For this requirement, the Bidder will only be responsible for identifying and escalating where necessary, for any lack of alignment with policies and procedures.			
	COMMENT:	Fully addressed		
6.107	Modify/update configuration database, asset management items, and service catalog (if applicable) to reflect any implemented changes			
	COMMENT:	Fully addressed		
SUPPORT, MAINTAIN, AND OPERATE ENTERPRISE IT PROCESSES →CONFIGURATION MANAGEMENT				
6.108	Develop/maintain/enhance configuration management processes, procedures and standards to support multiple vendors			
	COMMENT:	Fully addressed		

6.109	Develop/maintain configuration management processes, policies and procedures for tracking system change		
	COMMENT: Fully addressed		
6.110	Maintain configuration management tools to track and inventory the configuration of the appropriate environments		
	COMMENT: Fully addressed		
6.111	Ensure all ESA ITS vendors and partners are using configuration management tools and comply with policies and procedures and environment configurations remain synchronized. For this requirement, the Bidder will only be responsible for identifying and escalating where necessary, for any lack of alignment with policies and procedures.		
	COMMENT: Fully addressed		
6.112	Establish process for verifying the accuracy of configuration items, adherence to configuration management process and identifying process deficiencies		
	COMMENT: Fully addressed		

6. 1 1 3	Provide DSHS with configuration management reports as required and defined by DSHS		
	COMMENT: Fully addressed		
6. 1 1 4	Ensure up-to-date and accurate system changes are captured in the configuration management tools; that changes were made as prescribed and that the documentation of items and systems reflects their true configurations, and that any errors are reported to DSHS immediately		
	COMMENT: Fully addressed		
6. 1 1 5	Maintain an inventory of all configuration items in the DSHS environment for which the vendor will be providing M&O services (including all attributes captured on the application inventory provided in the procurement library)		
	COMMENT: Fully addressed		
SUPPORT, MAINTAIN, AND OPERATE ENTERPRISE IT PROCESSES →INCIDENT MANAGEMENT			
6. 1 1 6	Ensure rapid incident detection, ownership, recording, monitoring, tracking, reporting and communications. Log system incidents into the current ticket tracking system and outage log in a timely manner in alignment with the DSHS' processes, policies and procedures		

	COMMENT:	Fully addressed		
6.117	Continually review the status of open incidents and related problems, and the progress being made in addressing problems related to the Applications			
	COMMENT:	Fully addressed		
6.118	Lead incident management investigation and analysis, and provide status and incident impact categorization			
	COMMENT:	Fully addressed		
6.119	Lead process for diagnosis and resolution of critical incidents			
	COMMENT:	Fully addressed		
PROBLEM MANAGEMENT SERVICES AND ROOT CAUSE ANALYSIS				

6. 1 2 0	Support the Problem Management role and associated responsibilities including, but not limited to:		
	<ul style="list-style-type: none"> • Receive and log incidents and problems from Level 1/2 help desks • Categorize and log problems • Apply formal methods for problem assessment, troubleshooting, and diagnosis • Identify problem characteristics and root cause • Notify DSHS Staff and third party Service Provider(s) as required • Monitor problems until permanent resolution • Provide ongoing communication and reporting on the status of problem resolution • Communicate resolution status and provide closure notification • Provide analysis and trends of problems and report findings on a monthly basis 		
	COMMENT: Fully addressed		
6. 1 2 1	Track and report recurring incidents or failures and provide associated consequences of repeating incidents		
	COMMENT: Fully addressed		
6. 1 2 2	Track and analyze all potential modifications (e.g. problem/defects, enhancements, projects across infrastructure) for all Application DDI vendors and report to DSHS for prioritization and approval to commence		
	COMMENT: Fully addressed		

SECURITY ADMINISTRATION			
6. 1 2 3	Establish a mechanism to ensure comprehensive and up-to-date policies and procedures to help governance activities related to access and identity management as well as information privacy and protection:		
	<ul style="list-style-type: none"> • Privacy Impact Assessment • System Security Plan and workbook • Information Security Risk Assessment • Information protection governance • Change management • Incident Response • NIST 8--53 R4 Compliance Matrix • NIST 800 Controls Mapping 		
	COMMENT:	Fully addressed	
6. 1 2 4	Enhance and maintain security documentation (Security Plan, Security Architecture and Access Policies and procedures, information protection governance, incident response, risk assessment, PIA, SSP and Workbook and other related security documents) to support an enterprise approach to include multiple vendors and multiple divisions		
	COMMENT:	Fully addressed	
6. 1 2 5	Develop and maintain all documentation required for security audits and internal control and control testing		

	COMMENT:	Fully addressed		
6.126	Provide a documented set of controls that is used to ensure the separation of data and security information among customer applications			
	COMMENT:	Fully addressed		
6.127	Provide documented procedures to perform background checks on personnel with administrative or other privileged access to servers, applications or customer data			
	COMMENT:	Fully addressed		
6.128	Provide documented procedures and establish procedures for vulnerability management, intrusion prevention, incident response, and incident escalation and investigation			
	COMMENT:	Fully addressed		
6.129	Provide documented identity management and help desk procedures for authenticating callers and resetting access controls, as well as for establishing and deleting accounts			

	COMMENT:	Fully addressed		
6.130	Ensure all security controls required to meet DSHS' security policies are in place and followed			
	COMMENT:	Fully addressed		
6.131	Provide security and proactive monitoring on the dedicated and shared environment at the infrastructure level			
	COMMENT:	Fully addressed		
6.132	Monitor security to ensure compliance to Federal security regulations and approved Application plans, processes and procedures			
	COMMENT:	Fully addressed		
6.133	Develop/maintain/follow a documented process for evaluating security alerts from OS and applications vendors, shielding systems from attack until patched, and installing security patches and service packs			

	COMMENT:	Fully addressed		
6. 1 3 4	Demonstrate that the security staff average more than four (4) years' experience in information security			
	COMMENT:	Fully addressed		
6. 1 3 5	Demonstrate that more than 75% of the Bidder's security staff has current security industry certification, such as from the Certified Information Systems Security Professional certification program (www.isc2.org), Global Information Assurance Certification or equivalent. Proof of certification must be made available to DSHS upon request.			
	COMMENT:	Fully addressed		
6. 1 3 6	The Bidder will be responsible for providing access and authorization to systems. Examples Include: <ul style="list-style-type: none"> • Application specific access • Removing old IDs • Shutting off system authorizations 			
	COMMENT:	Fully addressed		
USER ACCOUNT MANAGEMENT				

6. 1 3 7	Coordinate administration of security access to the DSHS ACES Complex of Applications and dedicated functionality			
	COMMENT:	Fully addressed		
6. 1 3 8	Adhere to DSHS policies for adding, changing, enabling/disabling and deleting log-on access of DSHS employees, agents and subcontractors			
	COMMENT:	Fully addressed		
6. 1 3 9	Perform log-on/security-level access changes at the OS and system software levels as detailed in profiles and policies			
	COMMENT:	Fully addressed		
6. 1 4 0	Develop, document, manage and maintain user account maintenance procedures including, but not limited to: <ul style="list-style-type: none"> • Configuration of new users, roles and responsibilities, credentials, etc. • Users Refresh/Change/Updates • Deletion of Users 			

	COMMENT:	Fully addressed		
APPLICATION SYSTEM OPERATIONS SUPPORT				
6. 1 4 1	Develop, document and manage the processes and procedures for Interfaces and Batch Operations Architecture			
	COMMENT:	Fully addressed		
6. 1 4 2	Define job scheduling requirements, application software interdependencies, and rerun requirements for all production jobs			
	COMMENT:	Fully addressed		
6. 1 4 3	Utilize and manage scheduling tools for automating job execution (e.g., job workflow processes interdependencies, rerun requirements, file exchange functions, and print management)			
	COMMENT:	Fully addressed		

6. 1 4 4	Maintain master job schedule and execute all batch jobs		
	COMMENT: Fully addressed		
6. 1 4 5	Perform job monitoring and manage resolution of any failed jobs		
	COMMENT: Fully addressed		
6. 1 4 6	<p>Monitor all Applications as agreed to in the documented monitoring policies, procedures and standards. Identify and report Application problems. This includes but is not limited to:</p> <ul style="list-style-type: none"> • Monitoring of buffers, database buffers, table space fragmentation, database space, unusual growth and propose solution in case of alert • Creation and monitoring of System logs, update error, database corruption, jobs, and propose solution in case of alert • Creation and monitoring of transaction and trace logs, network event logs and traces, garbage collector, memory and CPU utilization, indexes, etc., and propose a solution in case of an alert or resource issues • Monitoring of middleware (e.g., workflows, in- and out-bound queues) and system services, and report to DSHS according to agreed procedure • Monitoring of end-to-end transaction response time to allow measurements against SLAs • Monitoring of interfaces, and batch and job scheduling 		

	COMMENT:	Fully addressed		
ACCOUNT MANAGEMENT AND QUALITY ASSURANCE REQUIREMENTS				
6. 1 4 7	Propose Account Management structure, planning and procedures			
	COMMENT:	Fully addressed		
6. 1 4 8	Provide team that meets all qualifications outlined in the contract for the duration of the engagement unless explicit approval is received by DSHS in writing			
	COMMENT:	Fully addressed		
6. 1 4 9	Maintain and implement Account Management structure, planning and procedures accordingly.			
	COMMENT:	Fully addressed		

6.150	Develop a service process that clearly defines how to order, change or delete services		
	COMMENT: Fully addressed		
6.151	Provide monthly status reports capturing all elements outlined in the contract, including but not limited to: <ul style="list-style-type: none"> • Performance against SLAs • Activities performed during reporting period • Activities planned in the next reporting period • Risks and Issues • Status of any active enhancement projects against agreed upon scope, schedule and budget • Status of any active Additional Services Work Efforts 		
	COMMENT: Fully addressed		
SLR PERFORMANCE MANAGEMENT (ATTACHMENT 02)			
6.152	Define and implement methods for monitoring Service Level Requirements which govern the relationships between internal and external service providers (vendors), including provisioning, response times, etc.		
	COMMENT: Fully addressed		

6. 1 5 3	Monitor and report performance against service level requirements to DSHS			
	COMMENT:	Fully addressed		
APPLICATION QUALITY MANAGEMENT				
6. 1 5 4	Participate in and address any findings in the following areas <ul style="list-style-type: none"> • Operations and service management • Quality assurance and control program process 			
	COMMENT:	Fully addressed		
6. 1 5 5	Provide hours worked by employee broken down by task as defined by DSHS			
	COMMENT:	Fully addressed		
6. 1 5 6	Provide application service level reporting based on agreed upon SLR Targets			

	COMMENT:	Fully addressed		
DECOMPOSITION PLAN				
6. 1 5 7	<p>Develop and maintain a Decomposition Plan. The Decomposition Plan shall address the proper action items required to transition from the current architecture to the to-be architecture throughout the IE&E Project(s) while ensuring no/low impact to Washingtonians who rely on ACES for critical services. The Decomposition Plan shall include the following:</p> <ul style="list-style-type: none"> • Current ACES application landscape and data analysis <ul style="list-style-type: none"> – Applications: List IT applications and systems to be sunset, as well as those that may be needed in the to-be architecture. – Integrations between applications: Document upstream and downstream systems (according to the current state) that touch ACES and potential impacts as touchpoints are retired. – Features: Capture the lowest level capabilities that ACES performs for current clients. – Data flows: Capture data elements to and from the ACES system. • Transition into the target state architecture (IE&E Modernization Products) <ul style="list-style-type: none"> – Applications: Identify components to be sunset, replacement candidates, and gaps. – Integrations: Approach to minimize impacts to integrated services and current architecture. – Features: Plan to retaining features or capabilities during the sunseting of the associated ACES components. • Data Decommissioning: <ul style="list-style-type: none"> – Identify and complete data backup requirements – Identify and schedule on-premises servers for decommissioning – Cancel maintenance and software contracts related to decommission services <p>Additionally, the Decomposition Plan should include approach, timelines, risk assessment, KPIs, and monitoring for the areas noted above.</p> <p>Please attach a sample Decomposition Plan from a similar legacy replacement engagement.</p>			

	COMMENT:	Fully addressed		
M&O TURN OVER SERVICE REQUIREMENTS				
6. 1 5 8	Create a detailed Turn-Over Plan that covers all activities and the efforts of all involved parties. This part of the plan should express this in time and budget requirements, action ownership and program governance.			
	COMMENT:	Fully addressed		
6. 1 5 9	Complete inventory of all assets covered by the Contract and required to provide the services			
	COMMENT:	Fully addressed		
6. 1 6 0	<p>Ensure that the M&O Turn-Over Plan includes handing over the key assets in an agreed-to format. These assets include, but are not limited to:</p> <ul style="list-style-type: none"> • Customer and other records (including subcontractor agreements that are required to provision the services) • Configuration information • Databases • Documentation • Asset registers • Programs • Knowledge databases 			

	<ul style="list-style-type: none"> • Fault databases • Asset maintenance history and status • Manuals • Process and procedure documentation • Any other similar items that the Bidder used or produced during the course of, or for the purpose of, provisioning the services or relating to the configuration control of the services • Source code • Development tools and procedures • Architecture and design documents to include logical system models, diagrams and blueprints 		
	COMMENT: Fully addressed		
6.161	Hold briefings on the status and comprehensive nature of all items handed over		
	COMMENT: Fully addressed		
6.162	Complete knowledge transfer of the services to DSHS or alternate service provider(s)		
	COMMENT: Fully addressed		

6.163	Define the means by which no interruption of the provision of the services, or reduction in service levels, will occur during the handover period, and during transfer to DSHS or the new service provider		
	COMMENT: Fully addressed		
6.164	Arrange for the provisioning of a physical data room into which information shall be placed, for the organization and the new service provider to inspect and make copies for removal		
	COMMENT: Fully addressed		
6.165	Manage the implementation of the Turn-Over Plan and the Disentanglement Plan		
	COMMENT: Fully addressed		
6.166	Manage regularly scheduled and ad hoc meetings, as well as other communications, to address issues that may affect how involved parties perform their responsibilities in relation to the Turn-Over Plan and/or the Disentanglement Plan		
	COMMENT: Fully addressed		

6. 1 6 7	Assist DSHS in developing the final handover and acceptance criteria		
	COMMENT: Fully addressed		
6. 1 6 8	Introduce the new service provider to all relevant information and training to allow the service provider to leverage the DSHS ACES Platform, tools and services and operate within the multi-vendor environment, as required		
	COMMENT: Fully addressed		
PREVENTATIVE MAINTENANCE			
6. 1 6 9	<p>Examples of preventative maintenance include:</p> <ul style="list-style-type: none"> • Addressing documented problems that would save enough analyst support time or have material impact on the business to justify making code changes • Reducing time spent looking for the root cause of problems regardless of whether any action is taken • Code refactoring such as extracting one or more smaller sub-routines from a larger routine or removing duplicate routines and replacing with one shared function. • Removing obsolete code or application modules that are no longer in use. • Improving internal support-related processes. • Making JCL changes to include table backups/reorganizations. 		

	COMMENT:	Fully addressed		
6.170		<p>DSHS and the Bidder will minimize the potential impact of future events on the supported applications by agreeing to exchange any information — business, functional and technical — of expected events that might require preventive actions in regard to the supported applications. The following, non-exhaustive, list of events will trigger preventive maintenance activities:</p> <ul style="list-style-type: none"> • Changing business volumes • Application packages releases by any Independent Software provider • Application packages patches and fixes • Revisions, and upgrades to platform software and utilities • Special events, such as state and federal holidays, marketing initiatives, fiscal year end 		
	COMMENT:	Fully addressed		
6.171		<p>On notice of such a special event, the Bidder will analyze the impact of the event on supported applications and propose a solution as a work request. Acceptance and fulfillment of such work request will be in accordance with the procedure as set out in this Agreement. The following, non-exhaustive, list of preventive maintenance activities can occur:</p> <ul style="list-style-type: none"> • Application of release upgrades • Application of system patches • Archiving or purging as appropriate to free up storage for expected data volume increase • Pre-production execution simulation • Testing for special events 		

	COMMENT: Fully addressed		
ADAPTIVE MAINTENANCE			
6. 1 7 2	<p>DSHS and the Bidder further agree that there are standardized work requests with known effort and lead time that can be requested by DSHS as part of Adaptive Maintenance activities. The Bidder will respond to such Pre-Approved work requests by DSHS within the agreed lead time as set out for each Pre-Approved work request.</p> <p>Examples Include:</p> <ul style="list-style-type: none"> • Installation, configuration and testing of dot releases and patches of Bidder package/COTS software (including security patches) • Required upgrades to a new version of the application’s DBMS, language(s), utilities and/or operating system • Testing the application following changes to the hardware environment such as server upgrades, virtualization, etc. • Changes to support application security • Required modifications due to new Framework versions • Changing JCL due to changes in versions of software support tools • .Net, Java upgrades • Ensuring software is maintained within an N-1 revision level unless agreed upon by DSHS • Implement and integrate major software upgrades according to the application list contained in Section 5.4 - ACES System Software • Logging and monitoring of system performance, system events, issues and errors, and storage of system logs for log review, analysis and correlation <p>This does not include implementation of a Contractor package/COTS software which include a substantial amount of new or changed business functionality and require significant effort to implement.</p>		
	COMMENT: Fully addressed		
PERFECTIVE MAINTENANCE			

6. 1 7 3	<p>The vendor understands and accepts that it bears the responsibility to continuously aim for improving the performance and efficiency of the supported applications. The Bidder therefore consistently analyzes the potential improvement areas to maximize the transaction processing capabilities of the supported applications and shorten the effort required to manage the supported applications. The following, non-exhaustive, list of perfective maintenance activities can occur:</p> <ul style="list-style-type: none"> • General performance tuning • Improve incident and change response • Improve incident resolution processes • Increase automation to shorten change request implementations • Archiving to increase application performance • Database performance tuning • Platform Optimization 		
COMMENT:	Fully addressed		
DESIGN DOCUMENTATION			
6. 1 7 4	<p>The Bidder will be responsible for conducting systems analysis and producing design documentation that reflects any changes or adjustments to the as-built architecture diagrams. The development of such documentation will be based on formal requirements specifications and will follow a formal process of analysis and design. The products of analysis and design will include a reflection of logical and functional changes to the hardware and software components of the system.</p>		
COMMENT:	Fully addressed		
SYSTEM DOCUMENTATION			

6. 1 7 5	<p>The Bidder will be responsible for maintaining existing system documentation that describes the system landscape in the form of as-built architecture diagrams/blueprints, configuration specifications, operating guides and instructions. System changes and enhancements will build upon the as-built documentation, developing new documentation as needed.</p> <p>System documentation for infrastructure and application software shall include system support and design documentation.</p> <p>This includes maintaining and setting up system documentation in DSHS agreed upon repositories.</p>		
COMMENT:	Fully addressed		
BUSINESS RULES MAINTENANCE			
6. 1 7 6	<p>The Bidder will be responsible for updating business rules. This includes:</p> <ul style="list-style-type: none"> • Updating business rules stored in editable tables • Explanations of and assistance with setting up Supplemental Tables • Change of business rules requiring changes to code 		
COMMENT:	Fully addressed		
SYSTEM AUDITS			

6. 1 7 7	The Bidder will be responsible for supporting system audits by providing requested reports, data and information.		
	COMMENT: Fully addressed		
DATA DISCREPANCIES			
6. 1 7 8	<p>Examples of data discrepancies Include:</p> <ul style="list-style-type: none"> • End user misuse of system functionality that can cause undesired effects. DSHS is then asked to "fix" the data • Customers ask DSHS to investigate data mismatches between two systems and it turns out not to be a system problem, but the way the user was looking at the data • Physically manipulating production data caused by a customer's inappropriate use of the system • Instances where screen level field edits are not implemented or enabled • Circumstances where referential integrity of data is not enforced 		
	COMMENT: Fully addressed		
<p>4.3 Key Personnel</p> <p>The contract resulting from this competitive solicitation will require highly skilled resources with a high level of management. Bidders shall describe in detail their approach to sourcing and managing high level staffing contracts. Bidders shall submit a one page resume for each of the key personnel listed in Section A.7.2. Individual resumes shall clearly indicate which roll each resource will be assigned.</p>		200 MAX POINTS	TOTAL SCORE: 200
	The contract resulting from this solicitation will require that any change in key staff will be subject to prior DSHS approval. The contract will also provide that DSHS may request the removal of selected staff on three (3) days'		

4. 3. 1	notice and provide replacement staff without impacting the schedule. Describe your firms approach to sourcing highly skilled resources on short timelines			
	COMMENT:	Fully addressed		
4. 3. 2	The Bidder must commit that staff identified in its response will actually perform the assigned work. Any staff substitution must have the prior approval of DSHS. Please indicate your agreement to the statements above.			
	COMMENT:	Excellent		
4. 3. 3	Discuss the Bidder's plans to avoid and minimize the impact of staff changes.			
	COMMENT:	Excellent		
4. 3. 4	Provide a narrative describing the proposed team and their approach to working with DSHS.			
	COMMENT:	Fully addressed		
4. 3. 5	Provide a proposed organizational structure.			
	COMMENT:	Excellent		
	Describe the Bidder's policies, plans, and intentions regarding maintaining continuity of personnel assignments throughout the performance of any Work Order resulting from this Work Request.			

4. 3. 6	COMMENT:	Excellent		
4. 3. 7	Address how availability of any of the proposed staff for this Engagement could be impacted from existing contracts to which they are currently assigned or from other potential contracts for which they are proposed. Where such cases exist, identify the priority DSHS would have in cases of conflict			
	COMMENT:	Excellent		
4. 3 8	Describe how your company will ensure continuity of service in the event your resource becomes unavailable during the term of this Work Order.			
	COMMENT:	Excellent		
4.4 Bidder Engagements. Bidders shall provide information on least three (3) successful Engagements with different clients. At least one (1) of the Engagements should be similar or larger in scope and complexity to this RFP. Bidders must describe how their engagements are similar or larger in scope and complexity to this project. Present a discussion of the Bidder's specific experience in the performance of similar Engagements to manage, plan, design, develop, and implement successful efforts that meet the criteria of this RFP. Clearly describe the scope and scale of those Engagements. Describe why your experience positions your firm as the best candidate for this Engagement.			100 MAX SCORE	TOTAL SCORE: 100
4. 4 1	Engagement 1			

	COMMENT:	Arkansas -ARIES, reasonably similar		
4. 4 2	Engagement 2			
	COMMENT:	CA – CALHEERS, Health exchange , does not appear to be mainframe based, but some mainframe work? ETLs referenced		
4. 4 3	Engagement 3			
	COMMENT:	Wyoming, WES there appear to be some mainframe elements, but mostly cloud/AWS based		
	Other			
	COMMENT:	Michigan, Bridges appears similar in size to WA effort, not sure of tech ; Indiana, IEDSS – appears similar to ACES & largely mainframe; Alabama, ALECS – Similar stack		

4.6 Contract Questionnaire		100 MAX SCORE	TOTAL SCORE: 100
This Section of the Bidder Response Form contains questions regarding the vendor's capability. Responses shall utilize the space provided below. If the contractor requires additional space, additional pages may be added. DSHS is interested in knowing the following information about a vendor's experience and approach managing complex systems.			
4. 6. 1	What is your company's and staff's specific experience with large, highly integrated ecosystems		
	COMMENT: Excellent		
4. 6. 2	What is your company's and staff's specific experience with in the public assistance domain?		
	COMMENT: Excellent		
4. 6. 3	What is your approach to working with multiple vendors and agencies in support of a single project? The ACES environment impacts millions of customers and many State agencies, please be specific in your approach and experience		
	COMMENT: Excellent		

4. 6. 4	What is your approach to managing development efforts in parallel with the legacy system undergoing continuous enhancements?			
	COMMENT:	Excellent		
4. 6. 5	What is your approach to developing and maintaining a Decomposition Plan and modular transition activities?			
	COMMENT:	Excellent		
4. 6. 6	What is your experience for implementing integrated business rules for multiple public assistance programs such as Medicaid, Supplemental Nutrition Assistance Program, Temporary Assistance for Needy Families, etc.?			
	COMMENT:	Excellent		
4. 6. 7	What are the critical elements to assuming responsibility for ACES? What will you require from the incumbent contractor or the state in order to assume responsibility?			

	COMMENT:	Excellent		
4. 6. 8	Describe the approach to maintaining 24/7 support. How are after hours issues handled?			
	COMMENT:	Fully addressed		
4. 6. 9	Describe the approach to monitoring Service Level Requirements which govern the relationships between internal and external service providers (vendors), including provisioning, time to respond to requests etc.			
	COMMENT:	Fully addressed		
4. 6. 10	In Section B of the RFP the HHS Coalition describes a list of modular components being considered by the IE&E Workgroup. Describe, in detail, your approach to maintaining and operating a legacy environment, similar to that described in this RFP, while also supporting a major modernization effort of that environment.			
	COMMENT:	Excellent		

4. 6. 11	Describe your approach to developing a modular cost model that supports the incremental breakout of modules from the ACES Fixed Price.			
	COMMENT:	Excellent		
	Describe any experience migrating a HHS mainframe to a cloud environment.			
	COMMENT:	Excellent		
4. 6. 13	How does your company manage IT Service Level Requirements such as requiring system up time in excess of 99.9%? What is your approach to managing operations critical SLR's? What other critical SLR's has your organization dealt with in the past and what methods were used?			
	COMMENT:	Excellent		
4. 6. 14	Are there requirements which we did not include but that you as a vendor commit to providing during the course of this engagement?			

		COMMENT: Excellent		
	4. 6. 15	What risks and opportunities should DSHS be consider as we envision the next five years of this system? How can you help us mitigate these risks and take advantage of emerging opportunities?		
		COMMENT: Excellent		