ORAL INTERVIEW SCORING
October 11-12, 2022
RFP #2223-814
Washington HHS Coalition Product #1: E&E Status Tracker

Vendor Name: Accenture

Evaluator Number: OE1

General Guidelines:

- Please score each vendor's response without reference to the scores for other vendors. Each score should reflect your score only based on the Vendor's response in each competency area.

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- Please include comments that will assist the vendor in understanding why the response did not get full points. Positive comments are also welcome.

- You may discuss the proposals among the evaluation team after the interviews, but each evaluator should score independently. **We do not use consensus scoring.**

- Do not downgrade a proposal because it did not address something outside of the competency areas being judged.

The Oral Evaluation is comprised of two parts: a 45-minute bidder presentation highlighting the features that most distinguish their approach from others and the key personnel that will form the Agile team; as well as the cost methodology that they used in their bid, and 45 minutes of questions by the evaluation panel.

The presentation from the bidder is worth 50 points total. Panel Questions are worth a total of 50 points and have individual point values as identified below. The entire Oral Evaluation is worth 100 points.

If you have questions, please direct them to William Taplin, Solicitation Coordinator, phone 360-664-6046. All evaluations must be returned and reviewed by the Solicitation Coordinator at the end of the evaluation.

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RFP # 2223-814 Washington HHS Coalition Product #1: E&E Status Tracker Oral Evaluation Criteria

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Oral Evaluation Presentation Information (50 Points):

Please prepare a 45-minute presentation of your proposal highlighting the features that most distinguish your approach from others and the key personnel that will form the Agile team; as well as the cost methodology that you used in your bid. Please also discuss any assumptions that you made in your bid regarding this project.

Evaluator Comments:
Over 24 yrs. exp. Team introductions – linked in needs of clients with daughters (1yr) needs for simple and quick. PEBT project exp the last 2 yrs. Exp with REACH accelerator. Agile/scrum master over 10 yrs. exp. Tech lead over 15 yrs. exp. With Agile Fundamentals certification. Reach Accelerator lead over 20 yrs. exp. Client Acct lead service lives in WA and has over 4 yrs. Exp with WA programs. Currently working with WA with over 3,000 Accenture families. Ovinaud partnership out of Seattle. Newest innovation center opened in Seattle in the last year. Helping Seattle police to help drive change, Confederate Tribes in WA/OR, partnered with DSHS with integrated payment system and have distributed enormous $$ to residents through those programs. WA very important client to Accenture, management team has pledged full support to this program. Day to day services will be provided. Exp with WA PEBT, OFR, DFFR, OSPI, Food & Program Policy. Exp working with team to get data out of ACES, security design process. Vast integrated eligibility practice across the country. Will foster a tight nit community and will have a dedicated community in WA and foster collaboration with other states. Have monthly meetings to discuss what is happening in other areas including PHE unwind so that info is shared with everyone involved in all projects across their business. Citizen engagement, New Mexico, Ohio, Connecticut. People want simplicity. Interviews, focus groups, etc. to come up with simple solutions that meets customers needs. In Arizona they are maintaining and redesigning their TANF/BF/MED Agile methodology. Reach accelerator for multiple agencies in Arizona. Built a portal with their PBX agency for client focused access. Best practices will be shared with this project. Unique characteristics in design group is 2500 across the agency, broad set of experiences. New Mexico and California projects are in process and those experiences will be brought forward. Believe in a culture of positive interactions and transparency. Co-creating is included in all phases of the project to work as one team with one dream. Listen to users and include them at all stages of the process. Two-in-the-box approach will be used and will build on the agile platform. They will continuously coach and refine the process, working hand-n-hand to facilitate change. Reach is the proposed format they will use and this will be an additional team that will be available during the process. Reach has push notifications. They showed a landing page example with a mobile view and a browser view. One click to switch from English to Spanish. Messages in the

message center in the system without having to send emails. 12 features from the RFP are accelerated in the REACH platform. Reach uses Azure cloud services and Microservices architecture. Tailored approach that meets the functional and the architectural request for all of the products across IE&E. Drives accelerated value and timeline for product 1.

Cost, bottoms up estimate with staffing plan and schedule for MVP to 8 months instead of 12.

Q = Reach tool – proprietary in nature? Yes, we can take over the tool without their help. Using this tool allows them to bring acceleration to us. Use open industries standards that will allow the state to take over ownership and be able to build on it. (No vendor lock-in)

Q= Language – how many languages can be used? Cultural relevancy? There is no limitation around the # of languages that it supports. Can add languages and translations. For cultural relevancy, they have partners who do that, do not use google translate, they reach out to partners who assist with that part.

Points Awarded _____45___ out of 50

Oral Evaluation Interview Questions (50 Points):

Question 1. What is your approach to ensuring strong technical resources are retained throughout the project?

Comments: Retention is big for Accenture. Core value is stewardship to grow people and advance their careers. Agile, AZURE and Reach are fun to work with. They also have a program to recognize high performers and provide awards in an immediate manner. 90% retention rate.

Points Awarded _____6_____ out of 8

Question 2. Based on your understanding of this RFP, please describe why Human-Centered Design principles and practices are critical to this initiative and provide an example of a project you managed where using HCD was the driving factor for the design solution.

Comments: HCD is a responsibility as a team to put humans at the heart as this is for the benefits of Washingtonians. Understanding how they utilize platforms and their mindsets around this type of experience and design around those. Be in a test and learn model at every stage so the decisions are made with the customer embedded in the work. They are doing this in New Mexico – 6 web sites into 1 so they can easily apply for services as easily and transparent as possible. Learning as much as possible at the beginning and using research that has already been done and then look at their experience using these types of services and complete interviews to ask. Learn from what is existing today and do an analysis of what is needed. Weevo is a 3rd party that they leverage after something is implemented to do. They did this with WA Connect and

would do that as part of this process, no extra costs for this service. Both desktop and mobile versions are supported. One application that adjusts to the users device.

Points Awarded _____7_____out of 8

Question 3. The HHS Coalition has limited experience in DevOps culture, how will you help us adopt, implement, and thrive in a DevOps / DevSecOps environment?

Comments: Main principle is collaboration, they will engage with different teams to make sure to follow allow the standards for setting up the process and what will work in our environment. When the team is working with the code they will ensure it is correct and secure before rolling it out.

Points Awarded _____2_____out of 4

Question 4. Describe your approach for transitioning ownership to the state. How will you balance documentation in an Agile environment to ensure appropriate and successful knowledge transfer during transition? How do you ensure that the IE&E status tracker codebase is easy to read and maintain?

Comments: two-in-the-box already in place and working with you hand-in-hand. The transition will be smooth. Transparency is built into the process, you will not what the team is working on, every little bit will be available to us. Has daily stand-ups and the DSHS team is welcome to attend, they will be working with the team and will see everything they see. Communication is direct, if there is a blocker, they will be transparent and will get our input. Example – WA PEBT project – used confluence for the backlog management. Tracked all risks and issues there. Once a week met with the food policy team and discussed status. Moved things around as a team as things came up (leg request example) in WA. Code review process goes through a QA process to ensure it meets the standards. They document the code so that it is easy to read and be able to build upon in the future.

Points Awarded _____5_____out of 6

Question 5. Provide an example of a similar sized project/program that you managed leveraging Agile methodology and provided coaching/training for the client's resources assigned to the project who had minimal Agile experience. What is your experience with two-in-the-box model and partnering in an integrated team environment?

Comments: Past projects stated earlier, they had minimal Agile experience. They were able to tailor the approach for given clients. They are with you through every step in the process. They provide training in how to use the tools and tracking for the product to be successful. They are agile in their Agile delivery and modify the approach for implementation. Dept of public safety in Arizona is in 2nd phase bringing in backend systems with API's. Dept of Economic Security for their return-to-work bonus programs.

That one was stood up in 7 weeks following this Agile methodology. Working with Arizona for their PHE unwind at this time. Two-in-the-box – whatever degree we want to engage in, they will support it. They encourage being involved at every step.

Points Awarded _____7_____out of 8

Question 6. IE&E expects an architecture that is loosely coupled and leverages microservices that are reusable, supports data sharing across services, and is easily expandable to include other product functionality in the future. What is your approach to ensuring Product 1 architecture is easily modified and expandable?

Comments: Reach architecture will include services with the APIs and Microservices. RFP requirements in the demo showed the integration of the APIs to the end user. It is easy to maintain as you would just need to add new APIs for new functionality. Reusability is a core principle of the Reach platform. Clear documentation to manage the microservices and be able to adjust them as technologies advance.

Points Awarded _____5_____out of 8

Question 7. Describe your experience with translations and developing a web-based, mobile-friendly system in multiple languages.

Comments: Arizona provided a public portal that used English and Spanish. Can either use DSHS's translation services or their own. In Oklahoma used translation services. In Ohio they implemented Samolie and have supported other languages and other Latin based characters. Vietnamese is a big language in WA.

Points Awarded _____2_____out of 4

Question 8. What is your approach to data governance? How do you ensure data quality issues are addressed and only high-quality data is displayed in the IE&E status tracker?

Comments: Data governance, Data quality and data security. Different methodologies that they can use. Follow the required governances. The quality of the test data is important to be used. Connected services would support the data quality. Within Reach they have a proxy service that ensures security is followed and the right data is being shared.

Points Awarded ____2_____out of 4

ORAL INTERVIEW SCORING
October 11-12, 2022
RFP #2223-814
Washington HHS Coalition Product #1: E&E Status Tracker

Vendor Name: Accenture

Evaluator Number: OE2

General Guidelines:

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- Do not downgrade a proposal because it did not address something outside of the competency areas being judged.

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The presentation from the bidder is worth 50 points total. Panel Questions are worth a total of 50 points and have individual point values as identified below. The entire Oral Evaluation is worth 100 points.

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Oral Evaluation Presentation Information (50 Points):

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Evaluator Comments:

Points Awarded _____41_____ out of 50

Oral Evaluation Interview Questions (50 Points):

Question 1. What is your approach to ensuring strong technical resources are retained throughout the project?

Comments: current retention of key sources are at 90%; retain team recognition also with good pay

Points Awarded _____7_____ out of 8

Question 2. Based on your understanding of this RFP, please describe why Human-Centered Design principles and practices are critical to this initiative and provide an example of a project you managed where using HCD was the driving factor for the design solution.

Comments: Team has responsibility to focus on HCB; solving the right problem for the right user; They have a company (Wevo) that does research on the UX after in production; does usability testing of small groups of users

Points Awarded _____7_____out of 8

Question 3. The HHS Coalition has limited experience in DevOps culture, how will you help us adopt, implement, and thrive in a DevOps / DevSecOps environment?

Comments: shared experience for the bidder team but not how this will have knowledge transfer WA coalition

Points Awarded _____3_____out of 4

Question 4. Describe your approach for transitioning ownership to the state. How will you balance documentation in an Agile environment to ensure appropriate and successful knowledge transfer during transition? How do you ensure that the IE&E status tracker codebase is easy to read and maintain?

Comments: Can use JIRA; will use user stories for requirements; code is versionsed; they talk about being transparent but not a lot of detail

Points Awarded _____4_____out of 6

Question 5. Provide an example of a similar sized project/program that you managed leveraging Agile methodology and provided coaching/training for the client's resources assigned to the project who had minimal Agile experience. What is your experience with two-in-the-box model and partnering in an integrated team environment?

Comments: all projects team have agike experience and can tailor approach to the client; will educate the client on how to use Agile and the tools; support and encourage the client to learn agile

Points Awarded _____7_____out of 8

Question 6. IE&E expects an architecture that is loosely coupled and leverages microservices that are reusable, supports data sharing across services, and is easily expandable to include other product functionality in the future. What is your approach to ensuring Product 1 architecture is easily modified and expandable?

Comments: can re-use the microservice (Reach) for other projects such as account registration or user services; also works with 3rd party applications like user identifiers

Points Awarded _____7_____out of 8

Question 7. Describe your experience with translations and developing a web-based, mobile-friendly system in multiple languages.

Comments: described multiple times in presentation

Points Awarded _____3_____out of 4

Question 8. What is your approach to data governance? How do you ensure data quality issues are addressed and only high-quality data is displayed in the IE&E status tracker?

Comments: data – assure data structure; can work to minimize de-duplication; stitchs together with other systems and mailnaine data security

Points Awarded _____3_____out of 4

ORAL INTERVIEW SCORING
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Washington HHS Coalition Product #1: E&E Status Tracker

Vendor Name: Accenture

Evaluator Number: OE3

General Guidelines:

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Oral Evaluation Presentation Information (50 Points):

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Evaluator Comments:

Clear understanding of project and the needs and timelines involved. Strong emphasis on HCD.

Points Awarded _____46_____ out of 50

Oral Evaluation Interview Questions (50 Points):

Question 1. What is your approach to ensuring strong technical resources are retained throughout the project?

Comments:

Appreciate the Core values - growing ppl, giving challenges, interesting projects. Engaging and fun. Offer programs to recognize high performers not just through salary but immediate, timely recognition. 90% retention rate.

Points Awarded _____7_____ out of 8

Question 2. Based on your understanding of this RFP, please describe why Human-Centered Design principles and practices are critical to this initiative and provide an

example of a project you managed where using HCD was the driving factor for the design solution.

Comments:

Humans at the heart. Solving the right problems for them, understanding their needs/experiences/mindsets etc. Design with this context in mind. Iterative, test and learn model. Decisions with voice of customer enbedded. Provided engaging examples of HCD.

Points Awarded _____8_____out of 8

Question 3. The HHS Coalition has limited experience in DevOps culture, how will you help us adopt, implement, and thrive in a DevOps / DevSecOps environment?

Comments:

Strong collaboration. I was not clear on how HHS Coalition would be brought up to speed.

Points Awarded _____2_____out of 4

Question 4. Describe your approach for transitioning ownership to the state. How will you balance documentation in an Agile environment to ensure appropriate and successful knowledge transfer during transition? How do you ensure that the IE&E status tracker codebase is easy to read and maintain?

Comments:
Clear plan for transparency and communication to provide solutions and approach. Will QA to make sure meeting standards, proper documentation that is easily understandable.

Points Awarded _____5_____out of 6

Question 5. Provide an example of a similar sized project/program that you managed leveraging Agile methodology and provided coaching/training for the client's resources

assigned to the project who had minimal Agile experience. What is your experience with two-in-the-box model and partnering in an integrated team environment?

Comments:

Provide training to use tools to get the performance and tracking you need to be successful. Open to change and ability to modify approach when needed.

Points Awarded _____7_____out of 8

Question 6. IE&E expects an architecture that is loosely coupled and leverages microservices that are reusable, supports data sharing across services, and is easily expandable to include other product functionality in the future. What is your approach to ensuring Product 1 architecture is easily modified and expandable?

Comments:
Reusablility, clear documentation/guidance for teams.

Points Awarded _____7_____out of 8

Question 7. Describe your experience with translations and developing a web-based, mobile-friendly system in multiple languages.

Comments:
Has experience and will work with coalition to receive translations or have translations internally to incorporate.

Points Awarded _____4_____out of 4

Question 8. What is your approach to data governance? How do you ensure data quality issues are addressed and only high-quality data is displayed in the IE&E status tracker?

Comments:
Have a foundation of governance, quality and security

Points Awarded _____3_____out of 4

ORAL INTERVIEW SCORING
October 11-12, 2022
RFP #2223-814
Washington HHS Coalition Product #1: E&E Status Tracker

Vendor Name: Accenture

Evaluator Number: OE4

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Oral Evaluation Presentation Information (50 Points):

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Evaluator Comments:

1500 folks who deliver integrated eligibility—have solid experience in this work
Committed to providing dedicated team in WA while maintaining core resources dedicated to this project
As and IE client, get access to other clients—annually host a multi-state meeting
Work with Ohio will benefit work we would undertake in this project

AZ—redesigning TANF, SNAP and Medicaid renewal flow on a new platform—Reach
- Performed extensive research that is used to guide the work on this project
- Implemented Reach accelerator—Dept of Public Safety; Public Services Portal—single front door to access services; implementing phase ii to bring additional features and functionality
- Uses iteration in design and build cycles

Design Group—2500 cross discipline designers globally—many focus on public sector work. Broad experience to draw upon. Was design lead for Covered CA. Is co-leading and IE program in State of NM.
- Create elegantly simple experiences. Important to give experiences that are intuitive, accessible and dignified.
- Human Centered approach
  - Create a culture and cadence of positive collaboration and connectivity in the work; value open critique led approach. Engenders growth and transparency. Do more co-creating. Upstream with prioritization, requirements and then continues through each phase of work. Break down silos and work as one team; one dream.
  - Work is research led—build empathy with those served helps ensure solving the right problem. Include uses at every phase; from initial design

to usability testing. Has flexible approach to accomplishing—from light touch to more robust.
- Focus on iterative work that builds upon each phase; continual prototype, test and learn.
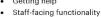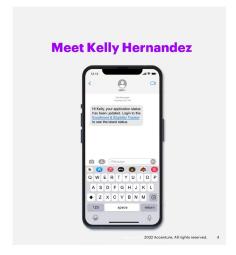
Development—Agile
- Implementing to letter means likely doing well AND use methodology but be mindful of flexibility needed
- Proactive communication is crucial—work with scrum master to ensure teams are aligned. Define roles and rules of engagement. Digging in and asking questions to build the best product.
- Two in a box approach, use Scrum of Scrums—will pair with us to build strong Agile foundation. RFP noted move to Agile methodology—the IE&E vision aligned perfectly to an Agile mindset. Will take these designs and user stories to develop acceptance criteria. Using that, will develop test cases. Working on each of these in partnership, will educate us. Will guide and coach throughout. Best way to learn is to do and they will provide that coaching and mentoring will combine best of both.

Reach—unique technology accelerator. Accelrates development of products. Additional resource that can provide guidance and access to subject matter expertise. Front end components will be built to be responsive; pay attention to accessibility and build to WCAG guidelines. Integrates with native cloud services. Has account login and will connect successfully to other systems.

Product #1 Concept

User story themes:
- Using the site
- View application status
- Viewing benefit information
- Getting help
- Staff-facing functionality

Meet Kelly Hernandez

Provided demo using a persona
Can use API integration to pull infor from ACES to populate relevant info

Tool is able to use different authentication sources for different users; for example a customer might authenticate using SAW and a worker may do so with Active Directory

Also demo'd a different look with a different persona which is a worker as opposed to a customer; showing how the info may look familiar/same from one type of user to another.

Shows ability to optimize re-use. Showed ability to personalize components of the UI and push notifications.

Showed messaging capability in secure channel

Microservices leverages kubernetes. Will follow DevSecOps framework from Sprint 0 forward.
AZ solution was stood up in 7 weeks. User experience was praised by both customers and workers.

Question: How many languages can be supported? No limitation; uses standard framework to be able to add languages. Relevance comes down to what resources you use to do the translation. Did not mention the different UI needs for different written language.

Is Reach propietary? Can we take it over at some point in the future?
- Answer is yes. Other clients use it without their help. Wanted to bring acceleration of value to WA rather than start from scratch.
- Could facilitate state ownership:
  - Open standards, Java, cloud native
  - Building blocks of technology are to allow any entity to build upon it— different than COTS which may include vendor lock-in
  - Can configure to APIs to connect to other systems
  -
Team was personable; provided great level of detail on the product. Offered a starting product that may be able to accelerate delivery of Product 1. Provided a demo of the product so we could see what was possible.

Team covered elements requested to include:
- Highlighting the features that most distinguish their approach from others
- Identifying the key personnel that will form the Agile team
- Sharing the cost methodology and assumptions

Points Awarded _____45_____ out of 50

Oral Evaluation Interview Questions (50 Points):

Question 1. What is your approach to ensuring strong technical resources are retained throughout the project?

Comments:
Number of people who have long tenure with Accenture. Retention is important to the company. Recognize the struggles if have to suddenly replace
Core values include best people (we are a people and skills company) and stewardship (ensuring they are growing people, challenging them, providing paths to work on interesting projects). This is a good project, using Agile is engaging and fun; using modern products is engaging. In these respects believe retention will be good. Offers programs to recognize high performers—both through salary and relevant and timely recognition of accomplishments and contributions.

Have a 90% retention rate of key resources across North America.

I appreciated that the answer focused on the values and actions that build retention in their workforce. Appreciated that they called out long tenure experience, interest level of project.

Could have talked a bit about what they would do if resources did leave the project.

Points Awarded _____6____ out of 8

Question 2. Based on your understanding of this RFP, please describe why Human-Centered Design principles and practices are critical to this initiative and provide an example of a project you managed where using HCD was the driving factor for the design solution.

Comments:

This is a responsibility as a team to bring HCD work throughout entire project and put humans at heart of what they do. It's about solving the right problems, understanding deeply their context, how they utilize these tools/platforms, what adjacent experience is driving their preferences. Understand that from a research perspective, move to iteration with usability testing at every stage of the work; build/test/learn/adjust. Doing this right now in project with New Mexico. Some of the things they have learned in that HCD process include that there is a

higher percentage of people who are mobile only users and that impacts usability and process. Learning that average reading levels are lower there than in other states. As creating copy/content are tuning it to match. In usability testing—doing studies with them to understand if the product is working; testing multiple times to see if performance increases over time. This investment reduces cost to re build.

What does the HCD research and info gathering process look like? Learn from stakeholders at state to learn what we already know or have learned; in discovery phase, focus on getting into ethnographic research to understand how people think/feel using these services. Do one on one interviews to gain this information. In New Mexico drove around the state for a couple of months. This can be tailored in time and investment. WEVO—third party leverage after put something into production—does research, case studies to ensure what is put into production does what we intended. Previously had them do an assessment of WA Connect. Would do this as part of the process; not cost added.

Do both mobile and web versions have ability to display different languages with all the different ways languages may display (some are left to right; right to left, top to bottom, different characters, etc.)—One application adjusts to users device. Not two sets of code (Mobile v desktop; different language content). In some cases with size of screen and amount of content—can work to determine in design work how best to show accurate info in a way that is not cluttered or difficult to see.

There will be a standard framework and then adjust given various language needs/nuances.

None of this technology is proprietary.

In design system; will look at extremes on all and design around that—so creates maximum flexibility and ensure they have accounted for extra length so system doesn't break when moving into code.

Even in a short delivery project; there are many ways we can embed voice of customer—personas, mindsets, explore the humans we are designing for up front. Build in usability testing throughout sprints. Put in lightweight tests to ensure getting design in front of them as quickly as possible; baked into design sprints. In NM using System Usability Scale—standard framework with a poll

that we ask at end of each sprints to see how well system is working for them—can compare score sprint over sprint to look for improvement.

Answer was thorough. Appreciated that they were able to show how even in a short delivery project they could adjust to continue to draw in user feedback and that it would be engaged throughout entirety of the project.

Points Awarded _____8_____out of 8

Question 3. The HHS Coalition has limited experience in DevOps culture, how will you help us adopt, implement, and thrive in a DevOps / DevSecOps environment?

Comments:

Main principle is collaboration. Will come and start engaging with different teams; will engage Accenture DevOps team to work with platform team so there is common understand of work in our environments; establish common rules of engagement so ensure code is written consistently and secure. Will ensure CICD pipeline is correct so before code is pushed it is checked following standards. Will follow technical Architecture standards. Deliver value to customers quickly and efficiently with this process.

There could have been more shared about potential for coaching and mentoring.

Points Awarded _____2_____out of 4

Question 4. Describe your approach for transitioning ownership to the state. How will you balance documentation in an Agile environment to ensure appropriate and successful knowledge transfer during transition? How do you ensure that the IE&E status tracker codebase is easy to read and maintain?

Comments:

Leveraging two in a box along with design documentation; user stories documentation. Will work with us hand and hand; leverage transparency through development and maintenance.

What does transparency mean: Tooling like JIRA that everyone will have access to; Blockers will be documented. As team is working will use ceremonies like daily standups. Our involvement in that is welcome and will be a mechanism for knowledge transfer at every step of the way.

Communication also factors in. If there is a blocker; will engage in discussion with us—here is the blocker; here are potential solutions—discussion every step of the way.

WA P-EBT project—learned along the way.   Gave access to DSHS staff to Confluence where risks and issues exist. Firewalls created issues in giving access. So established process that in daily meetings shared views of backlog and talked through it verbally while waiting for the access to be issued.

Ensure code quality with code reviews; when dev pushes code it goes through code review to ensure follows standard. Ensure writing proper Java documentation so that when maintaining or editing in future that it is easy to follow.

Solid answer. Could have provided a bit more detail about easy to follow code.

Points Awarded _____4_____out of 6

Question 5. Provide an example of a similar sized project/program that you managed leveraging Agile methodology and provided coaching/training for the client's resources assigned to the project who had minimal Agile experience. What is your experience with two-in-the-box model and partnering in an integrated team environment?

Comments:
All implementations—agency staff had minimal Agile experience and all had successful projects. At project kickoff, provided Agile training. Accenture can bring Agile SMEs and are able to tailor this info/support to the needs of the particular project.

Every project was successful? Could have shared what hiccups occurred even in a successful project to demonstrate iteration and learning.

A lot of work is in learning definitions for common understanding of terminology up front. Can give training in how best to use these tools, tracking, monitoring for success.

Engage state staff with project staff every step of the way. There is engaging on particular Agile framework, methodologies and tools AND communication that is open and consistent is key to success as well.

Two in the box is not unique; pairing is encouraged. Whatever amount we want to engage, they are supportive and the more engagement the better.

Points Awarded ___6_____out of 8

Question 6. IE&E expects an architecture that is loosely coupled and leverages microservices that are reusable, supports data sharing across services, and is easily expandable to include other product functionality in the future. What is your approach to ensuring Product 1 architecture is easily modified and expandable?

Comments:

Use of APIs is the most secure approach

Specific microservices handle individual pieces of functionality that pass to the front end to show to the customer

When need to make change in the future just need to add a new API

Reach and other use cases; being able to re use existing microservices is an option. Unlike a point in time situation, have clear guidance and documentation to ensure future users can make changes and updates so not solving for something new each time. Have core set of SMEs to ensure we are following that guidance and standards.

You can take, for example, the microservice for an authentication and use it in another system or product.

Answer seemed complete, but I got a little lost in the description.

Points Awarded _____6_____out of 8

Question 7. Describe your experience with translations and developing a web-based, mobile-friendly system in multiple languages.

Comments:

AZ DES provided a public portal that used English and Spanish. So implemented framework in both languages. Would work with HHS coalition/DSHS to receive translations they apply or they can engage their own translation services to use in the solution.

Also did translations in OK and other locations as well.

In Ohio, implemented Somali which is a multi-byte language. They can support the variety of languages; not only latin-based but also multi-byte.

Seemed well-versed in supporting different languages from both a translation and design standpoint. Assumption seems to be translation work would come from DSHS; although they could provide that service at extra cost.

Points Awarded _____3_____out of 4

Question 8. What is your approach to data governance? How do you ensure data quality issues are addressed and only high-quality data is displayed in the IE&E status tracker?

Comments:

Data Governance—dig through data in underlying system; understand it and how it is used; if need any transition

Data Quality—take point in time views of data, clean it up on recurring basis to ensure it is being presented in appropriate way. Quality of test data is important as well to ensure data quality exists. Balance between data security (not having production data in test) with ability to truly

Data Security—stitch identity management processes to manage access and increase security. Principle of connected services/agencies that would support that. Ensure data is rendered, stored and handled securely. Ensure not crossing up data; sharing wrong data to wrong person. Product 1 is presenting data to a user and so want to look at what is delivered with a security lens to ensure they are seeing accurate data securely.

I really liked the breakdown and thoroughness of this answer.

Points Awarded _____4_____out of 4

ORAL INTERVIEW SCORING
October 11-12, 2022
RFP #2223-814
Washington HHS Coalition Product #1: E&E Status Tracker

Vendor Name: Accenture

Evaluator Number: OE5

General Guidelines:

- Please score each vendor's response without reference to the scores for other vendors. Each score should reflect your score only based on the Vendor's response in each competency area.

- Please note all scores and comments in the allotted sections. If you change a score, initial the change.

- Please include comments that will assist the vendor in understanding why the response did not get full points. Positive comments are also welcome.

- You may discuss the proposals among the evaluation team after the interviews, but each evaluator should score independently. **We do not use consensus scoring.**

- Do not downgrade a proposal because it did not address something outside of the competency areas being judged.

The Oral Evaluation is comprised of two parts: a 45-minute bidder presentation highlighting the features that most distinguish their approach from others and the key personnel that will form the Agile team; as well as the cost methodology that they used in their bid, and 45 minutes of questions by the evaluation panel.

The presentation from the bidder is worth 50 points total. Panel Questions are worth a total of 50 points and have individual point values as identified below. The entire Oral Evaluation is worth 100 points.

If you have questions, please direct them to William Taplin, Solicitation Coordinator, phone 360-664-6046. 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.

RFP # 2223-814 Washington HHS Coalition Product #1: E&E Status Tracker Oral Evaluation Criteria

The Bidder's Oral Evaluation will last no longer than 120 minutes and shall include time for DSHS staff to discuss ground rules of the Oral Evaluation, introductions of DSHS and Bidder participants, the Bidder's Presentation, a round robin Q&A, and the Bidder answering any follow-up questions asked by the evaluation panel. Bidders are encouraged to account for the time that may be required for introductions and additional questions. <u>DSHS strongly encourages all of a Bidder's key personnel identified in the bid response to be in attendance.</u> The Oral Evaluation is worth **100 points**.

Oral Evaluation Presentation Information (50 Points):

Please prepare a 45-minute presentation of your proposal highlighting the features that most distinguish your approach from others and the key personnel that will form the Agile team; as well as the cost methodology that you used in your bid. Please also discuss any assumptions that you made in your bid regarding this project.

Evaluator Comments:

- Custom space needle backgrounds. Nice tailored "design" consideration
- Great "icebreaker" type of intro story about Ray's daughter.
- Chris-family in WA.
- Heidi-lead integrated eligibility practice and been the delivery lead on the PEBT project over the last 2 years. Another good story about kids and technology nowadays
- Danielle-Reach accelerator, working with Accenture on this kind of work for 20 years now
- Peter-Lead design in the west, standing in for Kaitlin Kling. They both know public sector work. They have a pride day, aligns with HHS culture
- Joseph- Team member
- Mohit-Technical lead for product 1, over 15 years of experience using java and cloud.
- Chad- team member
- Elizabeth- Support WA effort across all agencies. Local, fall city.
- Glen-managing director for health and human service in PNW. They do a lot of work in the state. Serving WA account now for 4 years. Out of Seattle.
Great personable intro.
- Over 3000 Accenture families in WA State.
- They have a joint partnership with Microsoft
- They put their newest innovation center downtown Seattle
- Currently have 50 call center agents helping with PEBT
- Working with policing using data analytics to help with social issues
- In 6 weeks' time they have helped distribute lots of funds to WA kids
- Accenture leader in integrated eligibility, have offered this service to 15 states
- They will show a product 1 reach accelerator
- They have experience with our fraud team, food policy and more already
- They know how to get data out of ACES and know the security design process
- There are 25 million people in the US that depend on Accenture products already

- They have over 1500 folks that deliver integrated eligibility
- Experience with citizen engagement. They keep finding similar themes in many states. Simplicity, humanity and security
- Danielle-met with Brian Banks.
- Main responsibility project manager for AZ eligibility project
- Public service portal, including back end system
- Design group is 2500 designers globally.
- They are co-leading an effort with NM (Kailyn)
- They want elegantly simple experiences. Intuitive accessible and dignified they can use with confidence
- 3 differentiated area they want to spotlight. They value a critique led approach and it's also transparent, co creating rather than going off to a black box to do design work. Very nice.
- They did this in Cali. Want the work to be research led.
- Building empathy so we solve the right problems and address underline roots. Very nice
- Continual prototypes
- Proactive communication is something they value
- Using the 2 in a box approach and combining with scrum and agile
- We have a large system with 14 sub products, this is a great example of agile
- Reach is their unique technology accelerator that they want to apply to product 1
- They want to decrease calls. Good
- They know secure access Washington. Very nice
- Displaying a real time image with a text message being pushed to her phone
- Then a landing page "interpretation of product 1 could be" love the open language. Right where we should be
- "hamburger menu"
- They show the 3 cards, that are expandable
- You get a timeline view of her application on what has been completed, if there is an action waiting
- 2 way communication between staff and clients
- Displaying 2 different user experiences.
- You can add components outside of the development life cycle
- Great demo
- Decouple and make them modular
- Would have account notification
- Their conclusion page is beautiful, all of their designs show nature which is good for people's minds
- They think it will take 8 months to get an MVP
- There are other clients that use the REACH accelerator and we have permission to use it after the contract is done
- How many languages do we support? Limitation, there are none. They use a standard framework to add language. The team has people from Mexico do Spanish. Didn't hear much about space or directionality
- Overall excellent portion to the oral interview

Points Awarded _____47_____ out of 50

Oral Evaluation Interview Questions (50 Points):

Question 1. What is your approach to ensuring strong technical resources are retained throughout the project?

Comments:
There are many people that have been with Accenture for 20 years plus.
Recognize the struggle if you have to replace a key tech resource.
Core values are best people, they are a skills principle.
Stewardship, growing people giving them challenges and keeping things interesting for them.
Using agile methods, people tend to like those projects
Having a fun workplace, offers programs by offering high performers through high salary
90% retention rate of key resources. This is strong nowadays

Points Awarded _____6_____ out of 8

Question 2. Based on your understanding of this RFP, please describe why Human-Centered Design principles and practices are critical to this initiative and provide an example of a project you managed where using HCD was the driving factor for the design solution.

Comments:

Peter spent a lot of his career on HCD, it is a responsibility.

About solving the right problems, understanding the right context

Usability testing, they are doing this with New Mexico, 6 websites coming together into 1 so they can easily apply for services

There is a huge number of people who are mobile only users

They want to learn from us in a discovery phase, ethnographic phase, how they think and act with these services

They did an assessment of WA connect and can share that

Is that step part of the cost. Something they would do as a part of their process

Angular framework supports desktop and mobile view one application adjusting to the users' device and there isn't the extra layer, translation file, English labels and Spanish labels

The size of the screen and the amount of the, you can have more succinct phrasing, build team would work with them, None of that is proprietary

They will look at, where they language lengthens the character length

Points Awarded _____6_____out of 8

Question 3. The HHS Coalition has limited experience in DevOps culture, how will you help us adopt, implement, and thrive in a DevOps / DevSecOps environment?

Comments:
Will start engaging with different teams to make sure they follow all the standards setting up the devsecops process.
Making sure they are delivering value for customers

Points Awarded _____3_____out of 4

Question 4. Describe your approach for transitioning ownership to the state. How will you balance documentation in an Agile environment to ensure appropriate and successful knowledge transfer during transition? How do you ensure that the IE&E status tracker codebase is easy to read and maintain?

Comments:

Leveraging the 2 in a box model they will ensure good handoff.

Transparency means to their team in a sense that it's built into the process as Jira can see what they are working on. Blockers will be documented

Ceremonies like daily standup. Exposed to every little thing that they see.

Communication aspect of that, they won't hide it if there is a blocker.

Confluence was the tool they used on the PEBT project and because of the firewall there was issues getting access, so they established a new process they had a daily meetings with Bryan Banks. She knows Babs and Tony Bowie.

Points Awarded _____5_____out of 6

Question 5. Provide an example of a similar sized project/program that you managed leveraging Agile methodology and provided coaching/training for the client's resources assigned to the project who had minimal Agile experience. What is your experience with two-in-the-box model and partnering in an integrated team environment?

Comments:

They did provide training on agile, and they have agile SMEs.

The approach was not the same across the different agencies, they are able to tailor and match for agencies.

Clients don't necessarily consciously think they are working with agile

They don't want to get to UAT and have issues

They have training on how to use the tools

They are agile in their agile delivery

Dept of public safety is in AZ

Return to work program that was stood up in 7 weeks

Medicaid TANF and SNAP renewal flow they are currently streamlining

Azure agile REACH on repeat

Some clients want a turnkey solution, and they encourage that

Points Awarded _____7_____out of 8

Question 6. IE&E expects an architecture that is loosely coupled and leverages microservices that are reusable, supports data sharing across services, and is easily expandable to include other product functionality in the future. What is your approach to ensuring Product 1 architecture is easily modified and expandable?

Comments:

Things like account notification, always done through the APIs

Manage dependency as technology evolves so you aren't having to recreate the wheel every time

Custom building for the state if you're using an identifier and extend it to MFA

Points Awarded _____6_____out of 8

Question 7. Describe your experience with translations and developing a web-based, mobile-friendly system in multiple languages.

Comments:

Public portal for AZ, similar to the demo.

They would work with HHS coalition to get those translations

They did translations in Oklahoma

Vietnamese is a multi bite language, in Ohio there is a large Somali population

They support Latin based characters as well as others, like Vietnamese

They answered a lot of this question around question 2 as well (upon request from panel member)

Great response

Points Awarded _____4_____out of 4

Question 8. What is your approach to data governance? How do you ensure data quality issues are addressed and only high-quality data is displayed in the IE&E status tracker?

Comments:

3 parts

Data governance

Data quality

Data security

Test data, the quality of it making sure you're protecting the data

Stitching standpoint, users being able to log in and connect those IDs for other HHS coalition agencies.

Connected services and connected agencies

For data security

They were able get human centered design while getting a product done in 7 weeks, they did this by doing a lot up front

Points Awarded _____3_____out of 4

ORAL INTERVIEW SCORING
October 11-12, 2022
RFP #2223-814
Washington HHS Coalition Product #1: E&E Status Tracker

Vendor Name: Accenture

Evaluator Number: 6

General Guidelines:

- Please score each vendor's response without reference to the scores for other vendors. Each score should reflect your score only based on the Vendor's response in each competency area.

- Please note all scores and comments in the allotted sections. If you change a score, initial the change.

- Please include comments that will assist the vendor in understanding why the response did not get full points. Positive comments are also welcome.

- You may discuss the proposals among the evaluation team after the interviews, but each evaluator should score independently. **We do not use consensus scoring.**

- Do not downgrade a proposal because it did not address something outside of the competency areas being judged.

The Oral Evaluation is comprised of two parts: a 45-minute bidder presentation highlighting the features that most distinguish their approach from others and the key personnel that will form the Agile team; as well as the cost methodology that they used in their bid, and 45 minutes of questions by the evaluation panel.

The presentation from the bidder is worth 50 points total. Panel Questions are worth a total of 50 points and have individual point values as identified below. The entire Oral Evaluation is worth 100 points.

If you have questions, please direct them to William Taplin, Solicitation Coordinator, phone 360-664-6046. All evaluations must be returned and reviewed by the Solicitation Coordinator at the end of the evaluation.

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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.

RFP # 2223-814 Washington HHS Coalition Product #1: E&E Status Tracker Oral Evaluation Criteria

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Oral Evaluation Presentation Information (50 Points):

Please prepare a 45-minute presentation of your proposal highlighting the features that most distinguish your approach from others and the key personnel that will form the Agile team; as well as the cost methodology that you used in your bid. Please also discuss any assumptions that you made in your bid regarding this project.

Evaluator Comments:
- Leading mgmt. firm.
- PEBT program
- Partner with Microsoft.
- New innovation center in Seattle.
- Partnered with tribes for tech jobs in Eastern WA
- Using data analytics for reforming policing.
- 650,000 kids pEBT.
- 15 States integrated eligibility.
- Reach accelerator.
- CEO on down is monitoring. Full support of team.
- Reach Accelerator
- Like the vibe and collaborative expertise of the team.

Points Awarded **45** out of 50

Oral Evaluation Interview Questions (50 Points):

Question 1. What is your approach to ensuring strong technical resources are retained throughout the project?

Comments:
- Retention is important, t core values are best people. Stewardship and career paths, interesting and engaging. Reach. Offers high performers programs and in terms of recognition and salaries.
- 90% retention across North America.

Points Awarded **8** out of 8

Question 2. Based on your understanding of this RFP, please describe why Human-Centered Design principles and practices are critical to this initiative and provide an example of a project you managed where using HCD was the driving factor for the design solution.

Comments:

- Responsibility to bring HCD and put people at heart and first.

- Solving the right problems, adjacent experience and research.

- Test and learn model at every stage.

- New Mexico. Human Services site all coming together. Learning that there's a high percentage of mobile only.

- Reading levels lower. Tuning to match levels.

- Testing each integration so it's deeply usable using performance data.

- Our responsibility to bring HCD.

- Lots of approaches—stakeholders using their knowledge.

- Understanding through interviews and how they live.

- Wevo 3rd party after production surveys. Did survey of WaConnect, would do as part of the process.

- System usability scale determines if we're hitting performance.

- Believe we can do in 8 months.

Points Awarded **8** out of 8

Question 3. The HHS Coalition has limited experience in DevOps culture, how will you help us adopt, implement, and thrive in a DevOps / DevSecOps environment?

Comments:
- Collaboration. Engage with different teams and follow all their standards. Define common rules of engagement. Make sure pipeline and code is secure.
- Follows tech architecture principles. Delivering value through teamwork.

Points Awarded **4** out of 4

Question 4. Describe your approach for transitioning ownership to the state. How will you balance documentation in an Agile environment to ensure appropriate and

successful knowledge transfer during transition? How do you ensure that the IE&E status tracker codebase is easy to read and maintain?

Comments:

- Leveraging 2 in a box, hand in hand, transparency and documentation through development and transparent. Built into the agile process. Tools and blockers documented. Daily standup, and team involvement. Will be exposed to everything. Communication aspect factors, discusses blockers and solutions.

- WA PEBT. Learned along the way access to confluence and risks and issues were there but firewall, but before issue was resolved talked through and showed the backlog.

- Codebase is quality and goes through code review with QA, proper java documentation, so it's easy to change and maintain.

Points Awarded **5** out of 6

Question 5. Provide an example of a similar sized project/program that you managed leveraging Agile methodology and provided coaching/training for the client's resources assigned to the project who had minimal Agile experience. What is your experience with two-in-the-box model and partnering in an integrated team environment?

Comments:
- Implementations have been with limited agile experience. Deep agile smes and can tailor to clients. Can tailor and match how the agency works. Learning the same terminology up front. Process is together every step of the way. Tool training reporting tracking. Communicating up front. Schedule easy to follow and adapts and modifies. All different flavors of Agile.
- AZ DPS, currently in production. DES, application for AZ return to work bonus program, stood up in 7 weeks. Medicaid TANF/SNAP renewal flow.
- Two in the box is p[airing not unique, engage to whatever degree we need. Want to be involved and learn and that is encouraged.

Points Awarded **7** out of 8

Question 6. IE&E expects an architecture that is loosely coupled and leverages microservices that are reusable, supports data sharing across services, and is easily expandable to include other product functionality in the future. What is your approach to ensuring Product 1 architecture is easily modified and expandable?

Comments:

- Reach has microservices, set of microservices, the way they talk is through API data sharing. Most secure way. Each functionality is a piece/microservice. Managing is easy because each piece is small.
- Adapt API from other products. Core principle. Reuse microservices is an option. Reach maintains and manages documentation for updates.
- Each piece can be leveraged other places. Can Extend identity providers for MFA.

Points Awarded **8** out of 8

Question 7. Describe your experience with translations and developing a web-based, mobile-friendly system in multiple languages.

Comments:

- Different phrasing or more succinct in mobile vs browser.

- Design lead would work with languages. Standard framework for requirements. None of that tech is proprietary. Design with extra length in mind.

- Example DES AZ provided as part of that program. Models for how that works, receive translations, or have translations in house they can leverage.

- OK did translations as well.

- Have supported Somali and Vietnamese.

Points Awarded **4** out of 4

Question 8. What is your approach to data governance? How do you ensure data quality issues are addressed and only high-quality data is displayed in the IE&E status tracker?

Comments:

- Collaborating to get data from source, discuss integrity.

- Quality is making sure data is not presenting duplicate data, stitch logins effectively to back-end services. Connected Services.

- Making sure appropriate data is presented with security lens.

Points Awarded **3** out of 4

ORAL INTERVIEW SCORING
October 11-12, 2022
RFP #2223-814
Washington HHS Coalition Product #1: E&E Status Tracker

Vendor Name: Accenture

Evaluator Number: O7

General Guidelines:

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RFP # 2223-814 Washington HHS Coalition Product #1: E&E Status Tracker Oral Evaluation Criteria

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Oral Evaluation Presentation Information (50 Points):

Please prepare a 45-minute presentation of your proposal highlighting the features that most distinguish your approach from others and the key personnel that will form the Agile team; as well as the cost methodology that you used in your bid. Please also discuss any assumptions that you made in your bid regarding this project.

Evaluator Comments:
Overview of Accenture. Reviewed IE&E experience, Human Centered Design experience and platform/tech delivery build experience. Will show a solution. Experience w/PEBT (State of Washington). Delivered quickly for immediate benefits. Strong State stakeholder navigation experience. Reach accelerator discussion / examples. They build on IE&E type systems nationwide to build in best practices. Large Human Centered Design work/team. Can handle a variety of ways to implement HCD. Talked about how the develop and bring the DSHS development team along the way. Reach – accelerator allowed them to quickly build a prototype, product 1 concept. Nice demo of prototype – showed multiple languages – solid benefits of Reach tool. Techincal architecture of Reach overview – Mohit. Reach is built on open source software and components delivered to the state, allowing the state to take over support of what has been delivered at any time. Solid approach to delivery HCD, process and technically.

Points Awarded 45 out of 50

Oral Evaluation Interview Questions (50 Points):

Question 1. What is your approach to ensuring strong technical resources are retained throughout the project?

Comments:
Two core values – best people, stewardship (growing team members). Top priority for Accenture – find the best engagements to grow / retain team. Have high performer recognition (immediate, timely recognition). 90% retention rate of key sources.

Points Awarded 7 out of 8

Question 2. Based on your understanding of this RFP, please describe why Human-Centered Design principles and practices are critical to this initiative and provide an example of a project you managed where using HCD was the driving factor for the design solution.

Comments:

HCD is a responsibility for the teams. Client first, solve right problem. New Mexico example. Much higher example of mobile only users. Need to adjust development to handle mobile first. Reading levels are lower in New Mexico than in other states. Changed what was delivered to match the client base. Usability studies as well. Seem to have a good experience in this space.

Points Awarded 7 out of 8

Question 3. The HHS Coalition has limited experience in DevOps culture, how will you help us adopt, implement, and thrive in a DevOps / DevSecOps environment?

Comments:
Work with Accenture DevOps Team, including the Accenture platform team which will set up the pipelines.

Points Awarded 3 out of 4

Question 4. Describe your approach for transitioning ownership to the state. How will you balance documentation in an Agile environment to ensure appropriate and successful knowledge transfer during transition? How do you ensure that the IE&E status tracker codebase is easy to read and maintain?
Comments:

Leveraging the two in a box concept in place, will be able to easily transition to the DSHS Development team. Code quality / code reviews – this is how they adhere to standards. Documentation while writing the code, both are reviewed via QA.

Points Awarded 5 out of 6

Question 5. Provide an example of a similar sized project/program that you managed leveraging Agile methodology and provided coaching/training for the client's resources assigned to the project who had minimal Agile experience. What is your experience with two-in-the-box model and partnering in an integrated team environment?

Comments:

Provided training to the teams they've engaged, with the approach not being the same – tailored training approach based on client. Learning the same terminology up front. Write tools including training. Seem to have quite a bit of depth in training / bringing clients up to speed.

Points Awarded 7 out of 8

Question 6. IE&E expects an architecture that is loosely coupled and leverages microservices that are reusable, supports data sharing across services, and is easily expandable to include other product functionality in the future. What is your approach to ensuring Product 1 architecture is easily modified and expandable?

Comments:

Reach architecture is built with microservices that are loosely coupled. Core princlple for the Reach offering – ability to reuse all of the microservices.

Points Awarded 7 out of 8

Question 7. Describe your experience with translations and developing a web-based, mobile-friendly system in multiple languages.

Comments:

Did translations in OK and AZ – Reach platform is able to handle.

Points Awarded 3 out of 4

Question 8. What is your approach to data governance? How do you ensure data quality issues are addressed and only high-quality data is displayed in the IE&E status tracker?

Comments:

Solid experience in the Data Governance space. Reach also helped with security around data.

Points Awarded 3 out of 4

ORAL INTERVIEW SCORING
October 11-12, 2022
RFP #2223-814
Washington HHS Coalition Product #1: E&E Status Tracker

Vendor Name: Accenture

Evaluator Number: 8

General Guidelines:

- Please score each vendor's response without reference to the scores for other vendors. Each score should reflect your score only based on the Vendor's response in each competency area.

- Please note all scores and comments in the allotted sections. If you change a score, initial the change.

- Please include comments that will assist the vendor in understanding why the response did not get full points. Positive comments are also welcome.

- You may discuss the proposals among the evaluation team after the interviews, but each evaluator should score independently. **We do not use consensus scoring.**

- Do not downgrade a proposal because it did not address something outside of the competency areas being judged.

The Oral Evaluation is comprised of two parts: a 45-minute bidder presentation highlighting the features that most distinguish their approach from others and the key personnel that will form the Agile team; as well as the cost methodology that they used in their bid, and 45 minutes of questions by the evaluation panel.

The presentation from the bidder is worth 50 points total. Panel Questions are worth a total of 50 points and have individual point values as identified below. The entire Oral Evaluation is worth 100 points.

If you have questions, please direct them to William Taplin, Solicitation Coordinator, phone 360-664-6046. 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.

RFP # 2223-814 Washington HHS Coalition Product #1: E&E Status Tracker Oral Evaluation Criteria

The Bidder's Oral Evaluation will last no longer than 120 minutes and shall include time for DSHS staff to discuss ground rules of the Oral Evaluation, introductions of DSHS and Bidder participants, the Bidder's Presentation, a round robin Q&A, and the Bidder answering any follow-up questions asked by the evaluation panel. Bidders are encouraged to account for the time that may be required for introductions and additional questions. <u>DSHS strongly encourages all of a Bidder's key personnel identified in the bid response to be in attendance.</u> The Oral Evaluation is worth **100 points**.

Oral Evaluation Presentation Information (50 Points):

Please prepare a 45-minute presentation of your proposal highlighting the features that most distinguish your approach from others and the key personnel that will form the Agile team; as well as the cost methodology that you used in your bid. Please also discuss any assumptions that you made in your bid regarding this project.

Evaluator Comments: They talked about processes and demoed the application. They hit all the key points that we were looking for in the demo.

1. Agile Methodology
2. Microsoft engagement
3. Application demo
4. Design process
5. Practices

Points Awarded _____35_____ out of 50

Oral Evaluation Interview Questions (50 Points):

Question 1. What is your approach to ensuring strong technical resources are retained throughout the project?

Comments: Have a lot of employees that have been with the company for a long time. Employee recognition program.

Points Awarded _____4_____ out of 8

Question 2. Based on your understanding of this RFP, please describe why Human-Centered Design principles and practices are critical to this initiative and provide an example of a project you managed where using HCD was the driving factor for the design solution.

Comments: Make sure we design with the people first context in mind. Test and learn model, usability testing. Learn from what's been done.

Points Awarded ____5_____ out of 8

Question 3. The HHS Coalition has limited experience in DevOps culture, how will you help us adopt, implement, and thrive in a DevOps / DevSecOps environment?

Comments: Went through a high level of the process.

Points Awarded _____2_____ out of 4

Question 4. Describe your approach for transitioning ownership to the state. How will you balance documentation in an Agile environment to ensure appropriate and successful knowledge transfer during transition? How do you ensure that the IE&E status tracker codebase is easy to read and maintain?

Comments: Transparency is built into the agile process.

Points Awarded _____3_____ out of 6

Question 5. Provide an example of a similar sized project/program that you managed leveraging Agile methodology and provided coaching/training for the client's resources assigned to the project who had minimal Agile experience. What is your experience with two-in-the-box model and partnering in an integrated team environment?

Comments: Agile training and with us with every step of the process. Communicating up front what these new terms mean. Process can change, see what's working and modify approach.

Points Awarded ____7_____ out of 8

Question 6. IE&E expects an architecture that is loosely coupled and leverages microservices that are reusable, supports data sharing across services, and is easily expandable to include other product functionality in the future. What is your approach to ensuring Product 1 architecture is easily modified and expandable?

Comments: maintainability and reusability easier. Being able to reuse the microservices for other solutions to reduce costs. Clear documentation and guidance for the teams. Not solving for something new every time. Didn't go into detail of how they would meet this need.

Points Awarded _____6_____ out of 8

Question 7. Describe your experience with translations and developing a web-based, mobile-friendly system in multiple languages.

Comments: Experience with English and Spanish from Arizona. Get translations from DSHS or internal team. In Ohio we implemented Somali and Vietnamese.

Points Awarded _____4_____ out of 4

Question 8. What is your approach to data governance? How do you ensure data quality issues are addressed and only high-quality data is displayed in the IE&E status tracker?

Comments: collaborating through the data source, api's. Makeup of the data. Transformation that needs to happen from storage to display. Deduplication, point in time views of the data and continual cleanup. Test data quality, while protecting PII. Make sure data is stored securely, not crossing data or sharing to the wrong person.

Points Awarded _____4_____ out of 4