

WRITTEN RESPONSE SCORING
September 22-28
RFP #2223-814
Washington HHS Coalition Product #1: E&E
Status Tracker

Vendor Name: Accenture

Evaluator Number: 1

General Guidelines:

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

Scoring of Proposals

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

Section 2 Technical Approach and Team Structure Report (Technical Response)	80 Points
Section 3 Case Study Responses	40 Points
Section 4 Sample User Research Plan and Findings	30 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.

Evaluator Scoresheet for RFP #2223-814

You will be evaluating three parts of the bidder’s submission: Section 2. Technical Approach and Team Structure Report (Technical Response), Section 3. Case Study Responses, and Section 4. Sample User Research Plan. If a question requires Bidders to submit additional documents, they will be included in an attached document.

Section 2 Technical Approach and Team Structure Report (Technical Response)

**80 MAX
POINTS**

SCORE

This section should be no more than fifteen (15) pages, including diagrams. Since many proposals will be considered, we appreciate clear, concise writing that directly addresses how you plan to meet project objectives.

This report should explain the following:

- A technical approach proposal that shows your understanding of the details of the project and speaks to your experience with:
 - Developing software, including product management, technical strategy, user research, and visual design.
 - Using DevSecOps and Agile methodologies.
 - Building an application using containerization and microservices architecture.
 - Identifying and addressing ambiguity, including surfacing and selecting the appropriate approach for a problem.
 - Agile development - Working in an iterative, responsive way.
- A management plan that addresses:
 - The Agile ceremonies and deliverables the team would be leading.
 - How staff and resources will be allocated to accomplish project goals.
 - How vendor staff will engage and support Washington.
 - Plans for recruitment and retention of high-performing staff throughout the project
 - Addressing and correcting for low performance.
 - Collaborative development and knowledge transfer with State counterparts.
 - Your approach and process for issue identification, communication, resolution, escalation, tracking, and DSHS approval.
 - How the Bidder will conduct internal quality assurance, whether inhouse or through an independent firm.
 - Using agile practices as part of staff management.
- An outline of your proposed team, including:

80

70

	<ul style="list-style-type: none"> ○ Titles of each labor category and team structure. ○ Team experience with collaborative software development, especially developing modern web applications and APIs. ○ Capabilities around information security, dependency management, and supporting product teams. ○ An explanation of your approach to promoting teamwork, facilitating open and timely communication, and the ways you will support a collaborative working environment. <ul style="list-style-type: none"> ● A discussion of how progress and success of the Product Team and the project overall will be visible and measurable through milestones, deliverables, and metrics. ● A discussion of the risks and assumptions in your approach, and how you would mitigate them. ● What you need from Washington to start successfully. ● What you will need from the Platform team to be successful. <p>Please include reference to the following the minimum qualifications in your technical response:</p> <ul style="list-style-type: none"> ● Expertise programming in scripting languages -- creating and consuming web services using REST and AJAX; and applying unit and system level testing methodologies to test web applications similar to the scope and size of this project, over the past 3 years. ● Expertise designing relational database systems to reduce application downtime during database migrations; and writing queries, procedures, functions, and triggers to extract, manipulate, and save data. ● Expertise developing software applications along the Software Development Life Cycle (SDLC) according to DevSecOps and scrum-based Agile methodologies, including requirements gathering, functional design, architecture design, implementation, and testing. ● Experience with containerization, modular and microservices architecture. 		
COMMENT:	Thorough responses that meet each of the requested data points.		
Section 3 Case Study Responses		40 MAX POINTS	SCORE
	Detail how you would approach each of the following technical case studies, including examples from your previous work. One page maximum per case study, two pages all together.	40	30

<p>Case Study 1</p> <p>The state will be updating its software development practices and processes to support long-term maintainability and expansion. Explain how you would:</p> <ul style="list-style-type: none"> • Create and maintain technical standards for modern software development • Collaborate with the state to build alignment with those standards and capacity for long-term ownership and maintenance of this system <p>Case study 2</p> <p>This system will need to interface with external systems in order to retrieve eligibility and enrollment status data. Explain how you would:</p> <ul style="list-style-type: none"> • Explore the possibility for integrations, including the questions you would need answered • Make a decision about the viability of an integration, including the impacts that it may have on product development 			
<p>COMMENT:</p>	<p>Thoroughly answered and provided information requested.</p>		
<p>Section 4 Sample User Research Plan and Findings</p>		<p>30 MAX POINTS</p>	<p>SCORE</p>
<p>Please submit documents showing an example of user research and human-centered design work you have conducted. We would like to see evidence of the following:</p> <p>User Research</p> <ul style="list-style-type: none"> • A research plan for an individual user research study that was conducted as part of a project • The interview guide or script for that same user research study that shows your introduction, sample of questions, and closing (it is not necessary to show received answers to the sample questions, but just the questions themselves) • The findings of this research study, including how they defined the work going forward <p>Human-Centered Design</p> <p>The HHS Coalition Integrated Eligibility and Enrollment Project is adopting human centered design principles and practices as an essential component of the IE&E solution. Based on that work, the state is seeking to implement a human centered</p>		<p>30</p>	<p>20</p>

<p>design process into the development and implementation of the IE&E Status Tracker and is looking for a vendor with experience in the integration of human centered design techniques into their digital service design process.</p> <p>We would like to see evidence of the following:</p> <ul style="list-style-type: none"> • Prior work you have done around human-centered design. • Experience incorporating human-centered design into your design and development processes. <p>Please do not create new documents to respond to this section. You should supply existing artifacts in whatever format was used (e.g., research findings may be in the form of a client presentation or report) and may add up to three sentences to provide needed context or information for reviewers.</p>			
<p>COMMENT:</p>	<p>Met/provided all the requested criteria.</p>		

WRITTEN RESPONSE SCORING
September 22-28
RFP #2223-814
Washington HHS Coalition Product #1: E&E
Status Tracker

Vendor Name: Accenture

Evaluator Number: WE2

General Guidelines:

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

Scoring of Proposals

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

Section 2 Technical Approach and Team Structure Report (Technical Response)	80 Points
Section 3 Case Study Responses	40 Points
Section 4 Sample User Research Plan and Findings	30 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.

Evaluator Scoresheet for RFP #2223-814

You will be evaluating three parts of the bidder’s submission: Section 2. Technical Approach and Team Structure Report (Technical Response), Section 3. Case Study Responses, and Section 4. Sample User Research Plan. If a question requires Bidders to submit additional documents, they will be included in an attached document.

Section 2 Technical Approach and Team Structure Report (Technical Response)

**80 MAX
POINTS**

SCORE

This section should be no more than fifteen (15) pages, including diagrams. Since many proposals will be considered, we appreciate clear, concise writing that directly addresses how you plan to meet project objectives.

This report should explain the following:

- A technical approach proposal that shows your understanding of the details of the project and speaks to your experience with:
 - Developing software, including product management, technical strategy, user research, and visual design.
 - Using DevSecOps and Agile methodologies.
 - Building an application using containerization and microservices architecture.
 - Identifying and addressing ambiguity, including surfacing and selecting the appropriate approach for a problem.
 - Agile development - Working in an iterative, responsive way.
- A management plan that addresses:
 - The Agile ceremonies and deliverables the team would be leading.
 - How staff and resources will be allocated to accomplish project goals.
 - How vendor staff will engage and support Washington.
 - Plans for recruitment and retention of high-performing staff throughout the project
 - Addressing and correcting for low performance.
 - Collaborative development and knowledge transfer with State counterparts.
 - Your approach and process for issue identification, communication, resolution, escalation, tracking, and DSHS approval.
 - How the Bidder will conduct internal quality assurance, whether inhouse or through an independent firm.
 - Using agile practices as part of staff management.
- An outline of your proposed team, including:

80

70

	<ul style="list-style-type: none"> ○ Titles of each labor category and team structure. ○ Team experience with collaborative software development, especially developing modern web applications and APIs. ○ Capabilities around information security, dependency management, and supporting product teams. ○ An explanation of your approach to promoting teamwork, facilitating open and timely communication, and the ways you will support a collaborative working environment. <ul style="list-style-type: none"> ● A discussion of how progress and success of the Product Team and the project overall will be visible and measurable through milestones, deliverables, and metrics. ● A discussion of the risks and assumptions in your approach, and how you would mitigate them. ● What you need from Washington to start successfully. ● What you will need from the Platform team to be successful. <p>Please include reference to the following the minimum qualifications in your technical response:</p> <ul style="list-style-type: none"> ● Expertise programming in scripting languages -- creating and consuming web services using REST and AJAX; and applying unit and system level testing methodologies to test web applications similar to the scope and size of this project, over the past 3 years. ● Expertise designing relational database systems to reduce application downtime during database migrations; and writing queries, procedures, functions, and triggers to extract, manipulate, and save data. ● Expertise developing software applications along the Software Development Life Cycle (SDLC) according to DevSecOps and scrum-based Agile methodologies, including requirements gathering, functional design, architecture design, implementation, and testing. ● Experience with containerization, modular and microservices architecture. 		
COMMENT:	Click here to enter text.		
Section 3 Case Study Responses		40 MAX POINTS	SCORE
Detail how you would approach each of the following technical case studies, including examples from your previous work. One page maximum per case study, two pages all together.		40	35

<p>Case Study 1</p> <p>The state will be updating its software development practices and processes to support long-term maintainability and expansion. Explain how you would:</p> <ul style="list-style-type: none"> • Create and maintain technical standards for modern software development • Collaborate with the state to build alignment with those standards and capacity for long-term ownership and maintenance of this system <p>Case study 2</p> <p>This system will need to interface with external systems in order to retrieve eligibility and enrollment status data. Explain how you would:</p> <ul style="list-style-type: none"> • Explore the possibility for integrations, including the questions you would need answered • Make a decision about the viability of an integration, including the impacts that it may have on product development 			
<p>COMMENT:</p>	<p>Click here to enter text.</p>		
<p>Section 4 Sample User Research Plan and Findings</p>		<p>30 MAX POINTS</p>	<p>SCORE</p>
<p>Please submit documents showing an example of user research and human-centered design work you have conducted. We would like to see evidence of the following:</p> <p>User Research</p> <ul style="list-style-type: none"> • A research plan for an individual user research study that was conducted as part of a project • The interview guide or script for that same user research study that shows your introduction, sample of questions, and closing (it is not necessary to show received answers to the sample questions, but just the questions themselves) • The findings of this research study, including how they defined the work going forward <p>Human-Centered Design</p> <p>The HHS Coalition Integrated Eligibility and Enrollment Project is adopting human centered design principles and practices as an essential component of the IE&E solution. Based on that work, the state is seeking to implement a human centered</p>		<p>30</p>	<p>25</p>

<p>design process into the development and implementation of the IE&E Status Tracker and is looking for a vendor with experience in the integration of human centered design techniques into their digital service design process.</p> <p>We would like to see evidence of the following:</p> <ul style="list-style-type: none"> • Prior work you have done around human-centered design. • Experience incorporating human-centered design into your design and development processes. <p>Please do not create new documents to respond to this section. You should supply existing artifacts in whatever format was used (e.g., research findings may be in the form of a client presentation or report) and may add up to three sentences to provide needed context or information for reviewers.</p>			
<p>COMMENT:</p>	<p>Click here to enter text.</p>		

WRITTEN RESPONSE SCORING
September 22-28
RFP #2223-814
Washington HHS Coalition Product #1: E&E
Status Tracker

Vendor Name: Accenture

Evaluator Number: WE3

General Guidelines:

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- We would prefer that you leave a comment for each question scored, briefly explaining why you assigned that particular score.
- You may discuss the proposals among the evaluation team, but each evaluator should score independently. **We do not use consensus scoring.**
- Do not downgrade a proposal because it did not address something that was not asked for in the Solicitation.

Scoring of Proposals

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

Section 2 Technical Approach and Team Structure Report (Technical Response)	80 Points
Section 3 Case Study Responses	40 Points
Section 4 Sample User Research Plan and Findings	30 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.

Evaluator Scoresheet for RFP #2223-814

You will be evaluating three parts of the bidder’s submission: Section 2. Technical Approach and Team Structure Report (Technical Response), Section 3. Case Study Responses, and Section 4. Sample User Research Plan. If a question requires Bidders to submit additional documents, they will be included in an attached document.

Section 2 Technical Approach and Team Structure Report (Technical Response)

**80 MAX
POINTS**

SCORE

This section should be no more than fifteen (15) pages, including diagrams. Since many proposals will be considered, we appreciate clear, concise writing that directly addresses how you plan to meet project objectives.

This report should explain the following:

- A technical approach proposal that shows your understanding of the details of the project and speaks to your experience with:
 - Developing software, including product management, technical strategy, user research, and visual design.
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 - Building an application using containerization and microservices architecture.
 - Identifying and addressing ambiguity, including surfacing and selecting the appropriate approach for a problem.
 - Agile development - Working in an iterative, responsive way.
- A management plan that addresses:
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 - How vendor staff will engage and support Washington.
 - Plans for recruitment and retention of high-performing staff throughout the project
 - Addressing and correcting for low performance.
 - Collaborative development and knowledge transfer with State counterparts.
 - Your approach and process for issue identification, communication, resolution, escalation, tracking, and DSHS approval.
 - How the Bidder will conduct internal quality assurance, whether inhouse or through an independent firm.
 - Using agile practices as part of staff management.
- An outline of your proposed team, including:

80

68

	<ul style="list-style-type: none"> ○ Titles of each labor category and team structure. ○ Team experience with collaborative software development, especially developing modern web applications and APIs. ○ Capabilities around information security, dependency management, and supporting product teams. ○ An explanation of your approach to promoting teamwork, facilitating open and timely communication, and the ways you will support a collaborative working environment. <ul style="list-style-type: none"> ● A discussion of how progress and success of the Product Team and the project overall will be visible and measurable through milestones, deliverables, and metrics. ● A discussion of the risks and assumptions in your approach, and how you would mitigate them. ● What you need from Washington to start successfully. ● What you will need from the Platform team to be successful. <p>Please include reference to the following the minimum qualifications in your technical response:</p> <ul style="list-style-type: none"> ● Expertise programming in scripting languages -- creating and consuming web services using REST and AJAX; and applying unit and system level testing methodologies to test web applications similar to the scope and size of this project, over the past 3 years. ● Expertise designing relational database systems to reduce application downtime during database migrations; and writing queries, procedures, functions, and triggers to extract, manipulate, and save data. ● Expertise developing software applications along the Software Development Life Cycle (SDLC) according to DevSecOps and scrum-based Agile methodologies, including requirements gathering, functional design, architecture design, implementation, and testing. ● Experience with containerization, modular and microservices architecture. 		
COMMENT:	Click here to enter text.		
Section 3 Case Study Responses		40 MAX POINTS	SCORE
Detail how you would approach each of the following technical case studies, including examples from your previous work. One page maximum per case study, two pages all together.		40	28

<p>Case Study 1</p> <p>The state will be updating its software development practices and processes to support long-term maintainability and expansion. Explain how you would:</p> <ul style="list-style-type: none"> • Create and maintain technical standards for modern software development • Collaborate with the state to build alignment with those standards and capacity for long-term ownership and maintenance of this system <p>Case study 2</p> <p>This system will need to interface with external systems in order to retrieve eligibility and enrollment status data. Explain how you would:</p> <ul style="list-style-type: none"> • Explore the possibility for integrations, including the questions you would need answered • Make a decision about the viability of an integration, including the impacts that it may have on product development 			
<p>COMMENT:</p>	<p>Click here to enter text.</p>		
<p>Section 4 Sample User Research Plan and Findings</p>		<p>30 MAX POINTS</p>	<p>SCORE</p>
<p>Please submit documents showing an example of user research and human-centered design work you have conducted. We would like to see evidence of the following:</p> <p>User Research</p> <ul style="list-style-type: none"> • A research plan for an individual user research study that was conducted as part of a project • The interview guide or script for that same user research study that shows your introduction, sample of questions, and closing (it is not necessary to show received answers to the sample questions, but just the questions themselves) • The findings of this research study, including how they defined the work going forward <p>Human-Centered Design</p> <p>The HHS Coalition Integrated Eligibility and Enrollment Project is adopting human centered design principles and practices as an essential component of the IE&E solution. Based on that work, the state is seeking to implement a human centered</p>		<p>30</p>	<p>20</p>

<p>design process into the development and implementation of the IE&E Status Tracker and is looking for a vendor with experience in the integration of human centered design techniques into their digital service design process.</p> <p>We would like to see evidence of the following:</p> <ul style="list-style-type: none"> • Prior work you have done around human-centered design. • Experience incorporating human-centered design into your design and development processes. <p>Please do not create new documents to respond to this section. You should supply existing artifacts in whatever format was used (e.g., research findings may be in the form of a client presentation or report) and may add up to three sentences to provide needed context or information for reviewers.</p>			
<p>COMMENT:</p>	<p>Click here to enter text.</p>		

WRITTEN RESPONSE SCORING
September 22-28
RFP #2223-814
Washington HHS Coalition Product #1: E&E
Status Tracker

Vendor Name: Accenture

Evaluator Number: WE4

General Guidelines:

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- We would prefer that you leave a comment for each question scored, briefly explaining why you assigned that particular score.
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- Do not downgrade a proposal because it did not address something that was not asked for in the Solicitation.

Scoring of Proposals

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

Section 2 Technical Approach and Team Structure Report (Technical Response)	80 Points
Section 3 Case Study Responses	40 Points
Section 4 Sample User Research Plan and Findings	30 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
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50-60%	Average	Baseline score for each item with adjustments based upon the evaluator's interpretation of the Bidder's response.
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Evaluator Scoresheet for RFP #2223-814

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Section 2 Technical Approach and Team Structure Report (Technical Response)

**80 MAX
POINTS**

SCORE

This section should be no more than fifteen (15) pages, including diagrams. Since many proposals will be considered, we appreciate clear, concise writing that directly addresses how you plan to meet project objectives.

This report should explain the following:

- A technical approach proposal that shows your understanding of the details of the project and speaks to your experience with:
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 - Agile development - Working in an iterative, responsive way.
- A management plan that addresses:
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 - Your approach and process for issue identification, communication, resolution, escalation, tracking, and DSHS approval.
 - How the Bidder will conduct internal quality assurance, whether inhouse or through an independent firm.
 - Using agile practices as part of staff management.
- An outline of your proposed team, including:

80

65

<ul style="list-style-type: none"> ○ Titles of each labor category and team structure. ○ Team experience with collaborative software development, especially developing modern web applications and APIs. ○ Capabilities around information security, dependency management, and supporting product teams. ○ An explanation of your approach to promoting teamwork, facilitating open and timely communication, and the ways you will support a collaborative working environment. <ul style="list-style-type: none"> ● A discussion of how progress and success of the Product Team and the project overall will be visible and measurable through milestones, deliverables, and metrics. ● A discussion of the risks and assumptions in your approach, and how you would mitigate them. ● What you need from Washington to start successfully. ● What you will need from the Platform team to be successful. <p>Please include reference to the following the minimum qualifications in your technical response:</p> <ul style="list-style-type: none"> ● Expertise programming in scripting languages -- creating and consuming web services using REST and AJAX; and applying unit and system level testing methodologies to test web applications similar to the scope and size of this project, over the past 3 years. ● Expertise designing relational database systems to reduce application downtime during database migrations; and writing queries, procedures, functions, and triggers to extract, manipulate, and save data. ● Expertise developing software applications along the Software Development Life Cycle (SDLC) according to DevSecOps and scrum-based Agile methodologies, including requirements gathering, functional design, architecture design, implementation, and testing. ● Experience with containerization, modular and microservices architecture. 			
COMMENT:	<ul style="list-style-type: none"> =The 'Reach' accelerator they utilize is interesting for the development time reduction by 4 months if true, via pre-built services. Only concern I have is how much customization would be available then. =Significant DevSecOps experience and large number of experts. =Using TDD as best practice. =Would have liked to see more on test strategy, esp. automation. 		
Section 3 Case Study Responses		40 MAX POINTS	SCORE
Detail how you would approach each of the following technical case studies, including examples from your previous work. One page maximum per case study, two pages all together.		40	20

<p>Case Study 1</p> <p>The state will be updating its software development practices and processes to support long-term maintainability and expansion. Explain how you would:</p> <ul style="list-style-type: none"> • Create and maintain technical standards for modern software development • Collaborate with the state to build alignment with those standards and capacity for long-term ownership and maintenance of this system <p>Case study 2</p> <p>This system will need to interface with external systems in order to retrieve eligibility and enrollment status data. Explain how you would:</p> <ul style="list-style-type: none"> • Explore the possibility for integrations, including the questions you would need answered • Make a decision about the viability of an integration, including the impacts that it may have on product development 			
<p>COMMENT:</p>	<p>=Repeated some entries in case 1, like : "The team delivered our Accenture Reach solution on AWS GovCloud using Agile methodology and transformed online services for DPS by using AWS serverless technologies"</p>		
<p>Section 4 Sample User Research Plan and Findings</p>		<p>30 MAX POINTS</p>	<p>SCORE</p>
<p>Please submit documents showing an example of user research and human-centered design work you have conducted. We would like to see evidence of the following:</p> <p>User Research</p> <ul style="list-style-type: none"> • A research plan for an individual user research study that was conducted as part of a project • The interview guide or script for that same user research study that shows your introduction, sample of questions, and closing (it is not necessary to show received answers to the sample questions, but just the questions themselves) • The findings of this research study, including how they defined the work going forward <p>Human-Centered Design</p> <p>The HHS Coalition Integrated Eligibility and Enrollment Project is adopting human centered design principles and practices as an essential component of the IE&E solution. Based on that work, the state is seeking to implement a human centered</p>		<p>30</p>	<p>15</p>

<p>design process into the development and implementation of the IE&E Status Tracker and is looking for a vendor with experience in the integration of human centered design techniques into their digital service design process.</p> <p>We would like to see evidence of the following:</p> <ul style="list-style-type: none"> • Prior work you have done around human-centered design. • Experience incorporating human-centered design into your design and development processes. <p>Please do not create new documents to respond to this section. You should supply existing artifacts in whatever format was used (e.g., research findings may be in the form of a client presentation or report) and may add up to three sentences to provide needed context or information for reviewers.</p>			
<p>COMMENT:</p>	<p>=Less attachments and more descriptions and overview details in maid document preferred. =State experience with HCD.</p>		

WRITTEN RESPONSE SCORING
September 22-28
RFP #2223-814
Washington HHS Coalition Product #1: E&E
Status Tracker

Vendor Name: Accenture

Evaluator Number: WE5

General Guidelines:

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

Scoring of Proposals

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

Section 2 Technical Approach and Team Structure Report (Technical Response)	80 Points
Section 3 Case Study Responses	40 Points
Section 4 Sample User Research Plan and Findings	30 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.

Evaluator Scoresheet for RFP #2223-814

You will be evaluating three parts of the bidder’s submission: Section 2. Technical Approach and Team Structure Report (Technical Response), Section 3. Case Study Responses, and Section 4. Sample User Research Plan. If a question requires Bidders to submit additional documents, they will be included in an attached document.

Section 2 Technical Approach and Team Structure Report (Technical Response)

**80 MAX
POINTS**

SCORE

This section should be no more than fifteen (15) pages, including diagrams. Since many proposals will be considered, we appreciate clear, concise writing that directly addresses how you plan to meet project objectives.

This report should explain the following:

- A technical approach proposal that shows your understanding of the details of the project and speaks to your experience with:
 - Developing software, including product management, technical strategy, user research, and visual design.
 - Using DevSecOps and Agile methodologies.
 - Building an application using containerization and microservices architecture.
 - Identifying and addressing ambiguity, including surfacing and selecting the appropriate approach for a problem.
 - Agile development - Working in an iterative, responsive way.
- A management plan that addresses:
 - The Agile ceremonies and deliverables the team would be leading.
 - How staff and resources will be allocated to accomplish project goals.
 - How vendor staff will engage and support Washington.
 - Plans for recruitment and retention of high-performing staff throughout the project
 - Addressing and correcting for low performance.
 - Collaborative development and knowledge transfer with State counterparts.
 - Your approach and process for issue identification, communication, resolution, escalation, tracking, and DSHS approval.
 - How the Bidder will conduct internal quality assurance, whether inhouse or through an independent firm.
 - Using agile practices as part of staff management.
- An outline of your proposed team, including:

80

78

	<ul style="list-style-type: none"> ○ Titles of each labor category and team structure. ○ Team experience with collaborative software development, especially developing modern web applications and APIs. ○ Capabilities around information security, dependency management, and supporting product teams. ○ An explanation of your approach to promoting teamwork, facilitating open and timely communication, and the ways you will support a collaborative working environment. <ul style="list-style-type: none"> ● A discussion of how progress and success of the Product Team and the project overall will be visible and measurable through milestones, deliverables, and metrics. ● A discussion of the risks and assumptions in your approach, and how you would mitigate them. ● What you need from Washington to start successfully. ● What you will need from the Platform team to be successful. <p>Please include reference to the following the minimum qualifications in your technical response:</p> <ul style="list-style-type: none"> ● Expertise programming in scripting languages -- creating and consuming web services using REST and AJAX; and applying unit and system level testing methodologies to test web applications similar to the scope and size of this project, over the past 3 years. ● Expertise designing relational database systems to reduce application downtime during database migrations; and writing queries, procedures, functions, and triggers to extract, manipulate, and save data. ● Expertise developing software applications along the Software Development Life Cycle (SDLC) according to DevSecOps and scrum-based Agile methodologies, including requirements gathering, functional design, architecture design, implementation, and testing. ● Experience with containerization, modular and microservices architecture. 		
COMMENT:	<p>Very nice presentation and graphics on the bidder response document. Estimating MVP needs. Written in plain talk, good. DSHS will have access to Accenture's ecosystem of executives and other resources. Addressing mobile tablet and laptop. Addressing English and non-English languages. 25+ yrs of Agile and DevSecOps. Customer mindset, good. Get feedback often, good. Unified customizable interface including staff functions. Lots of nice graphics and tables in this section. Two in a box, they are familiar. Colorful and engaging language in the bidder response, good. Stakeholder engagement.</p> <p>Personnel- Impressive, good amount of technical of experience, an MBA, exp working with govts. An MS as well. New Mexico's Unified portal. DOE. UX cert. Integrated elig solutions. Executives have a lot of leadership</p>		

	experience. Beautifully laid out design-wise. Very impressive group of people. Only limitation is the average amount of exp per person. Minor though based on the pungency and recency of the experience. Overall and excellent response.		
Section 3 Case Study Responses		40 MAX POINTS	SCORE
<p>Detail how you would approach each of the following technical case studies, including examples from your previous work. One page maximum per case study, two pages all together.</p> <p>Case Study 1 The state will be updating its software development practices and processes to support long-term maintainability and expansion. Explain how you would:</p> <ul style="list-style-type: none"> ● Create and maintain technical standards for modern software development ● Collaborate with the state to build alignment with those standards and capacity for long-term ownership and maintenance of this system <p>Case study 2 This system will need to interface with external systems in order to retrieve eligibility and enrollment status data. Explain how you would:</p> <ul style="list-style-type: none"> ● Explore the possibility for integrations, including the questions you would need answered ● Make a decision about the viability of an integration, including the impacts that it may have on product development 		40	39
COMMENT:	<ol style="list-style-type: none"> 1. DPS for a SW state public facing portal. Aldo bidder response doc is very well laid out using styles/heading, a tell for the kind of work they might provide, good. Collaborate with not only the client but also the stakeholders to maintain tech standards. Great and inclusive HCD answer. 2. They have other IE state clients. Self service portal. They put a bow at the end of each case study and use their full page capacity. Excellent response. 		
Section 4 Sample User Research Plan and Findings		30 MAX POINTS	SCORE
<p>Please submit documents showing an example of user research and human-centered design work you have conducted. We would like to see evidence of the following:</p> <p>User Research</p>		30	29

	<ul style="list-style-type: none"> • A research plan for an individual user research study that was conducted as part of a project • The interview guide or script for that same user research study that shows your introduction, sample of questions, and closing (it is not necessary to show received answers to the sample questions, but just the questions themselves) • The findings of this research study, including how they defined the work going forward <p>Human-Centered Design</p> <p>The HHS Coalition Integrated Eligibility and Enrollment Project is adopting human centered design principles and practices as an essential component of the IE&E solution. Based on that work, the state is seeking to implement a human centered design process into the development and implementation of the IE&E Status Tracker and is looking for a vendor with experience in the integration of human centered design techniques into their digital service design process.</p> <p>We would like to see evidence of the following:</p> <ul style="list-style-type: none"> • Prior work you have done around human-centered design. • Experience incorporating human-centered design into your design and development processes. <p>Please do not create new documents to respond to this section. You should supply existing artifacts in whatever format was used (e.g., research findings may be in the form of a client presentation or report) and may add up to three sentences to provide needed context or information for reviewers.</p>		
COMMENT:	<p>Journey mapping, beautifully constructed research readout. Immediacy, empathy and inclusivity. Modern looking user interface in the example. Co-creating with customers and stakeholders. Dual track HCD approach.</p> <p>Another excellent response.</p>		

