TECHNICAL EVALUATION FORM – FIRM FIXED PRICE

Solicitation Number T4NG-0739	Task Title VistA Application Analytics	
Name of Offeror Offeror C		Date of Proposal
1. Technical Evaluation Criteria: TECHNICAL: The evaluation of the Request for Proposal (RFP) considered the following: (1) Understanding of the Problem – The proposal will be evaluated to determine the extent to which it demonstrates a clear understanding of all features involved in solving the problems and meeting and/or exceeding the requirements presented in the solicitation and the extent to which uncertainties are identified and resolutions proposed. (2) Feasibility of Approach – The proposal will be evaluated to determine the extent to which the proposed approach is workable and the end results achievable. The proposal will be evaluated to determine the level of confidence provided the Government with respect to the Offeror's methods and approach in successfully meeting and/or exceeding the requirements in a timely manner. **2. Proposal Summary:** The Offeror provides a technical approach to the capture of VistA RPC client traffic (5.2.1), analysis of VistA client traffic (5.2.2), analysis of key VistA clients (5.2.3), and analysis of VistA client use improvements (5.2.4). They extend this RPC analysis to migrated VistA (5.3.1) and community care VistA client traffic analysis (5.3.2). The offeror will non-invasively capture the RPC traffic of three VAEC-hosted VistAs using Kinesis and store this data in simple storage service (S3). (5.2.1) The structured data from S3 is transferred to DynamoDB and RedshiftDB for validation. These three data stores comprise the "RPC Knowledge Repository" where all RPC data integration and analytics takes place. Offeror will validate the effectiveness of their 'traffic capture mechanism' in a VistA test environment before deploying it for three production VistAs. The offeror will perform per-VistA traffic analysis (5.2.2) using three approaches: • "Simple data analysis" will be performed using direct queries on the Traffic Repository. Such analysis addresses connection volumes (5.2.2.c), RPC usage (5.2.2.f) and VistA specific RPCs (5.2.2.h).		**Technical Rating:** Outstanding

- "Filtered Data Analysis" will isolate specific RPCs such as "XUS ESSO VALIDATE" (authentication) and "XUS GET USER INFO" (user description) in the repository to determine user volume (5.2.2.a), client types (5.2.2.b), authentication (5.2.2.d) and machine users (5.2.2.e).

- "RPC Sequence Analysis", specifically a Lowest Common Subsequence (LCS) analysis will extract RPC groupings from stored traffic data (5.2.2.g.). The RPC Sequences identified through this process will reflect the traffic generated by specific screens and dialogs used by clinicians. The most observed RPC Sequences will align with the most frequently executed tasks.

The offeror performs per-Client Traffic Analysis (5.2.3) in two analytical tracks: (1) simple and filtered data analysis for metrics (5.2.3a-d) and RPC categorizations (5.2.3f-h); and (2) the "core focus of (their) approach … to establish meaningful correlations between clinical workflows and RPC sequences" (5.2.3.j-l). Specifically they address "the 'Correlation Problem'—determining which traffic corresponds to specific screens and actions within the VistA clients." (5.2.3.j) The client screens (screenshots) will be sourced from the VistA Document Library (VDL), which contains the authoritative documentation for VistA's RPC clients such as CPRS.

Their process will create "three-Part Task-Set Descriptions" for three clinical clients that show "how specific user actions within the VistA clients correspond to the underlying RPC traffic" and match the performance of those screens to the performance of these RPCs. Task-Set Descriptions will be validated (5.2.3.i) using user surveys, re-enactment in a Test VistA and isolating mismatches between the workflows in VDL and those in RPC traffic.

The offeror will provide Client Use Improvement Recommendations (5.2.4) based on these Task-Set descriptions. Recommendations will be provided for different types of user and address optimizing and replacing clinical workflows for the three clients analyzed.

The offeror will analyze a migrated VistA (5.3.1) and the specifics of community care (5.3.2) using the data and techniques established and documented during the base year. For community care, the offeror will also leverage knowledge of how VistA and VistA client community care information is formed in other VA systems. Those systems effect how community care data in VistA is constrained.

Offeror C has proposed to team with one subcontractor.

After review of the entire technical volume, it was determined that the Offeror's approach contained Significant Strengths detailed below.

3. Summary of Significant Strengths:

Significant Strength #1 (Technical Volume pg. 11, paragraph 1; PWS 5.2.3; understanding the problem; feasibility of approach). The Offeror's significant strength is they identify the core problem, and drive their strategy and approach around solving this core problem. <u>Impact</u>: This focus of the core problem (clinical workflow) shows a thorough understanding of the problem, and enables a focused, highly feasible approach.

"The core focus of our approach is to leverage the comprehensive RPC traffic capture to establish meaningful correlations between clinical workflows and RPC sequences. Once we have collected and organized all RPC traffic, we map these technical interactions to their corresponding clinical processes. This correlation allows us to understand how specific user actions and clinical decisions translate into RPC calls, providing a clear picture of the relationship between front-end workflows and back-end system operations. Based on analysis of the users, frequency of use, and performance of the traffic, we then know how often a workflow is used, who uses it, and whether it has performance issues."

Significant Strength #2 (Technical Volume pg. 8, paragraph 3; PWS 5.2.2; understanding of the problem). The offeror's significant strength in detailed analytics. Specifically, they understand that data quality is foundational to analytics, and they focus on data integration and enrichment as a core strategy. They also understand that analytics is an iterative, staged process of discovery, with each stage enabling the next stage of analysis. They understand how each analytical task builds on the last, with traffic capture (5.2.1) enabling basic VistA traffic analysis (5.2.2); the basic analysis creates the insights to enrich the data to enable more advanced analytics required for workflow analysis (5.2.3) which in turn is required to provide client use improvement recommendations (5.2.4). Each stage of analysis builds on the last. The offeror clearly demonstrates they understand that this is an analytics, not an IT project. <u>Impact</u>: this thorough understanding of the problem domain (analytics) enables a highly feasible approach.

"Leveraging the client traffic logs captured and maintained in the RPC Traffic Knowledge Repository we will employ a multi-faceted approach to analysis, enriching the data by uncovering deeper trends and correlations. This comprehensive analysis will include simple queries for foundational metrics, RPC type-based filtered queries for detailed insights, and Longest Common Subsequence (LCS) reduction to identify common patterns in RPC sequences. The RPC traffic measurement and analysis are a crucial milestone in our process, not an end goal. This step enriches our RPC Traffic Knowledge Repository, preparing it for the following complex workflow analysis. While we generate metrics and counts, these are primarily used to validate the enhancement of our data. The true value lies in the

enriched repository, which becomes a powerful resource for in-depth workflow analysis, ultimately leading to actionable insights for improving VistA clinical processes."

4. Summary of Strengths: See Significant Strengths

5. Summary of Significant Weaknesses: None identified

6. Summary of Weaknesses: None identified

7. Summary of Deficiencies: None identified

8. Evaluation Criteria:

a. Understanding of the Problem
As evidenced by the proposal and significant strengths above, overall the Offeror demonstrates a thorough understanding of the problems.

b. Feasibility of Approach
As evidenced by the proposal and significant strengths above, overall the Offeror demonstrates an approach that is highly feasible (low risk)

9. Rating: Outstanding. A proposal that meets or exceeds all of the Government's requirements, demonstrates a thorough understanding of the problems, and is highly feasible (low risk).

Evaluator Signature	**Date**