**Technical Evaluation Criteria:**

**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.

**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

Focus on the “What, Why, and How”. Restating a requirement (“build XYZ”) as if it were a competency (“we will build XYZ”) without an explanation of the Why (Understanding), and How (Feasibility) is non-responsive (NR).

## 5.2.1 Traffic Capture

The Contractor shall coordinate the ***use of built-in VAEC facilities to non-invasively log the VistA client traffic (RPC traffic) of VAEC-hosted VistAs for a representative period.*** As a non-invasive method, it will not require any change, reconfiguration, interfaces, development, patches, or plugins in the VistA system itself or any client communicating with that VistA.

The Contractor shall coordinate the logging of all client traffic of three VAEC-based production VA VistAs (“Analyzed VistAs”). At least one of the VistAs should support a large integrated medical facility.

Understanding: Why their approach is non-invasive

Feasibility: How RPC traffic capture from a VAEC-based VistA would be implemented, including a diagram showing RPC traffic flows and its capture from a VAEC-based VistA.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| ID | Type | Description | A | B | C |
| 5.2.1.a | ADMIN | In collaboration with the Government, identity three VistAs and obtain permission from their managers to capture their RPC traffic. |  |  |  |
| 5.2.1.b | CAPTURE | Coordinate the configuration of the RPC Traffic capture to log all RPC traffic for these three VistAs. |  |  |  |
| 5.2.1.c | CAPTURE | Monitor and ensure traffic logging of each of the three identified VistAs for at least one month and the storage of all captured data in VAEC for analysis. |  |  |  |
| 5.2.1.d | DOC | Develop and provide a VistA Traffic Logging Standard Operating Procedure to document the processes and procedures used to log required traffic from any VistA, including permissions required from VistA owners and VAEC maintainers. |  |  |  |

## 5.2.2 Traffic Metrics

Using the client traffic captured (deliverable 5.2.1A) , the Contractor shall provide *Traffic Analysis Reports comprising the complete client traffic for each of the three analyzed VistAs.* In addition, the Contractor shall provide a Cross VistA Analysis Report distinguishing cross-VistA from VistA-specific traffic patterns.

For three VistAs. Mainly validates the traffic from 5.2.1 is in complete, correct, analyzable form. Only 5.2.2.g is directly relevant for 5.2.3 Clinical Workflow Analysis.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| ID | Type | Description | A | B | C |
| 5.2.2.a | METRIC | User Volume |  |  |  |
| 5.2.2.b | METRIC | Client types and volume of use |  |  |  |
| 5.2.2.c | METRIC | Connection volumes, frequency, and duration |  |  |  |
| 5.2.2.d | CATAG | Types of user authentication/security and relative use |  |  |  |
| 5.2.2.e | CATAG | Machine from end Users |  |  |  |
| 5.2.2.f | METRIC | RPC usage frequency and execution times |  |  |  |
| 5.2.2.g | CATAG | RPC groupings - representing transactions |  |  |  |
| 5.2.2.h | CATAG | RPCs specific to a VistA from cross-VistA RPCs |  |  |  |

## 5.2.3 Traffic backed workflow

Based on the traffic and client types isolated during the VistA traffic analysis [5.2.2], the Contractor shall produce a detailed Client Traffic Analysis of the operation of three of the most used VistA point-of-care applications ("Clients"). CPRS shall be one of the three; the remaining two shall be chosen after project start based on client usage. ***All client analyses must be validated and verifiable in a demonstrable way, matching RPC flows to specific client screens and typical tasks***. The Contractor shall document the verification and validation of the analysis and provide a Client Traffic Analysis Validation and Verification Report.

For three clients, primarily CPRS. Simple metrics parallel the VistA-wide metrics of 5.2.2, validating per client traffic. Categorization (CATAG) and provides key input for workflow analysis. WORKFLOW analysis is new and is the most essential deliverable of the PWS. Client workflow analysis requires identifying and correlating clinical care task sets, RPC task sets, and client screens.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| ID | Type | Description | A | B | C |
| 5.2.3.a | Same as 5.2.2.a | User volumes and types. User types shall capture clinical care specialties and roles. |  |  |  |
| 5.2.3.b | Same as 5.2.2.c | Connection volume and duration, tying frequency of client use to user types |  |  |  |
| 5.2.3.c | Same as 5.2.2.d | Types of user authentication/security and relative use |  |  |  |
| 5.2.3.d | METRIC | Patient volumes |  |  |  |
| 5.2.3.e | CATAG | Enumeration of all RPCs used by a client and their relative use |  |  |  |
| 5.2.3.f | CATAG | Distinction of clinical from non-clinical RPCs |  |  |  |
| 5.2.3.g | CATAG | Distinction of RPCs that change (write) from those that read the clinical record |  |  |  |
| 5.2.3.h | METRIC | Distinction of slow running, high overhead and variable overhead RPCs |  |  |  |
| 5.2.3.i | WORKFLOW | Clinical care task sets, represented as groups of RPCs used in tandem |  |  |  |
| 5.2.3.j | WORKFLOW | Match task sets with the use of one or more specific client screens |  |  |  |
| 5.2.3.k | WORKFLOW | Task sets employed by different user types |  |  |  |
| 5.2.3.l | WORKFLOW | Isolate performance issues with patterns of use that slow care |  |  |  |
| 5.2.3.m | WORKFLOW | Verification and validation that the analysis accurately captures care provision |  |  |  |

## 5.2.4 Workflow Recommendations

Recommendations based solely on workflow analysis from 5.2.3.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ID | Description | A | B | C |
| 5.2.4 | Based solely on the Client Use Analysis Reports, the Contractor shall provide recommendations to upgrade the use of the top three RPC-using Point-of-Care VistA Clients to deliver better clinical care |  |  |  |