



infocrossing
A Wipro Company



State of Montana

DPHHS

Claims Processing and Management Services
for Montana's Program for Automating and
Transforming Healthcare (MPATH)

RFP # DPHHS-RFP-2020-0254T

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Evaluation Process

TABLE OF CONTENTS

TABLE OF CONTENTS.....	6-1
SECTION 6: EVALUATION PROCESS.....	6-2
6.1 BASIS OF EVALUATION	6-4
6.1.1 Scoring Guide	6-8
6.2 EVALUATION CRITERIA	6-11

SECTION 6: EVALUATION PROCESS

The Scope of Services, Offeror Qualifications, and Cost Proposal will be evaluated based on the criteria set forth below. The Offeror must indicate certification of understanding for the Section and the Offeror must restate the subsection number and the text immediately prior to the written response.

Team Wipro has thoroughly read and understands the evaluation criteria for Scope of Services, Offeror Qualifications, and Cost Proposal. We understand the evaluation process is a critical step in the State choosing a suitable and affordable contractor to fulfill the needs for the Montana Department of Public Health and Human Services (DPHHS).



6.1 BASIS OF EVALUATION

6.1 BASIS OF EVALUATION

The evaluator/evaluation committee will review and evaluate the offers according to the following criteria. Each service category (Core, Option A, Option B, Option C) are scored independently. Each service category evaluation is based on a total number of 5,000 possible points.

Core Services

The ability to meet the Detailed Scope of Work, Company Profile and Experience, Resumes, and Product Demonstrations/Interviews portions of the proposal will be evaluated based on Section 6.1.1 Scoring Guide below. The Offeror simply repeating requirements for any and/or all Sections of 3.10 does not qualify as a good response as defined in Section 6.1.1 of this RFP. Compliance, Performance Standards, Financial Stability, Disclosure of Dark Money Spending, Subcontractors, and References portions of the proposal will be evaluated on a pass/fail basis. Receiving a “fail” for any one of the pass/fail portions will result in the Offeror being eliminated from further consideration. Compliance with Executive Order No. 12-2016 will be assigned 5% of the available points. The basis of evaluation will be a multi-step process as outlined below:

Step 1: Technical Proposal will be evaluated first. Proposals receiving at least 80% of possible points for the technical proposal will move to Step 2. Proposals failing to obtain 80% of possible points will be eliminated from further consideration.

Step 2: Product Demonstrations/Interviews will be scheduled for all Offerors who received the minimum required score in Step 1. Product demonstrations receiving evaluation scores of 80% or better will move to Step 3. Product Demonstrations failing to meet the 80% threshold will be eliminated from further consideration.

Step 3: Compliance with Executive Order 12-2016 will be awarded 5% of the available points, and will be considered after Step 2. Those who do not comply with Executive Order 12-2016, will be awarded zero points for this criteria.

Step 4: Cost proposals will only be evaluated for those offerors who passed both the minimum scores in Step 1 (Technical Proposal) and Step 2 (Product Demonstrations/Interviews) of the evaluation process.

Offerors must submit a workbook for each of the five tiers as part of their cost proposal. The offeror must submit a cost proposal for Core services (Schedules F1-F4 and Schedule K). Each Tier workbook will be assigned 200 points of the 1,000 possible points. The Offeror with the lowest cost for each Tier will receive the maximum allotted points (200). All other Offerors will receive a percentage of the 200 points available for that Tier based on their cost relationship to the best cost. The Department has selected a state from each Tier that would be the basis for scoring that particular Tier. To ensure Offeror pricing is not influenced, the State that will be used for each Tier will be revealed immediately after the RFP has closed.

Example: Total possible points for cost are 1,000. For Tier 1 there are 200 possible points. Offeror A's Tier 1 cost is \$20,000. Offeror B's cost is \$30,000. Offeror A would receive 200 points. Offeror B would receive 133 points ($(\$20,000/\$30,000) = 67\% \times 200 \text{ points} = 133$). Tiers 2-5 would be scored individually like the example for Tier 1 above.

Once all Tiers have been scored, the Offeror's points for each Tier are combined for their total cost score.

Example: Offeror A received the following points:

Tier 1: 200 points

Tier 2: 150 points
 Tier 3: 83 points
 Tier 4: 200 points
 Tier 5: 145 points
 Total Cost Score: 778 points

Option A – Financial

The ability to meet the Detailed Scope of Work, Company Profile and Experience, Resumes, and Product Demonstrations/Interviews portions of the proposal will be evaluated based on Section 6.1.1 Scoring Guide below. The Offeror simply repeating requirements for any and/or all Sections of 3.10 does not qualify as a good response as defined in Section 6.1.1 of this RFP. Compliance, Performance Standards, Financial Stability, Disclosure of Dark Money Spending, Subcontractors, and References portions of the proposal will be evaluated on a pass/fail basis. Receiving a “fail” for any one of the pass/fail portions will result in the Offeror being eliminated from further consideration. Compliance with Executive Order No. 12-2016 will be assigned 5% of the available points. The basis of evaluation will be a multi-step process as outlined below:

Step 1: Technical Proposal will be evaluated first. Proposals receiving at least 80% of possible points for the technical proposal will move to Step 2. Proposals failing to obtain 80% of possible points will be eliminated from further consideration.

Step 2: Product Demonstrations/Interviews will be scheduled for all Offerors who received the minimum required score in Step 1. Product demonstrations receiving evaluation scores of 80% or better will move to Step 3. Product Demonstrations failing to meet the 80% threshold will be eliminated from further consideration.

Step 3: Compliance with Executive Order 12-2016 will be awarded 5% of the available points, and will be considered after Step 2. Those who do not comply with Executive Order 12-2016, will be awarded zero points for this criteria.

Step 4: Cost proposals will only be evaluated for those offerors who passed both the minimum scores in Step 1 (Technical Proposal) and Step 2 (Product Demonstrations/Interviews) of the evaluation process.

Offerors must submit a workbook for each of the five tiers as part of their cost proposal. The offeror must submit a cost proposal for Option A - Financial services (Schedules G1-G4). Each Tier workbook will be assigned 200 points of the 1,000 possible points. The Offeror with the lowest cost for each Tier will receive the maximum allotted points (200). All other Offerors will receive a percentage of the 200 points available for that Tier based on their cost relationship to the best cost. The Department has selected a state from each Tier that would be the basis for scoring that particular Tier. To ensure Offeror pricing is not influenced, the State that will be used for each Tier will be revealed immediately after the RFP has closed.

Example: Total possible points for cost are 1,000. For Tier 1 there are 200 possible points. Offeror A's Tier 1 cost is \$20,000. Offeror B's cost is \$30,000. Offeror A would receive 200 points. Offeror B would receive 133 points ($(\$20,000/\$30,000) = 67\% \times 200 \text{ points} = 133$). Tiers 2-5 would be scored individually like the example for Tier 1 above.

Once all Tiers have been scored, the Offeror's points for each Tier are combined for their total cost score.

Example: Offeror A received the following points:

Tier 1: 200 points
 Tier 2: 150 points
 Tier 3: 83 points

Tier 4: 200 points
Tier 5: 145 points
Total Cost Score: 778 points

Option B – Call Center

The ability to meet the Detailed Scope of Work, Company Profile and Experience, Resumes, and Product Demonstrations/Interviews portions of the proposal will be evaluated based on Section 6.1.1 Scoring Guide below. The Offeror simply repeating requirements for any and/or all Sections of 3.10 does not qualify as a good response as defined in Section 6.1.1 of this RFP. Compliance, Performance Standards, Financial Stability, Disclosure of Dark Money Spending, Subcontractors, and References portions of the proposal will be evaluated on a pass/fail basis. Receiving a “fail” for any one of the pass/fail portions will result in the Offeror being eliminated from further consideration. Compliance with Executive Order No. 12-2016 will be assigned 5% of the available points. The basis of evaluation will be a multi-step process as outlined below:

Step 1: Technical Proposal will be evaluated first. Proposals receiving at least 80% of possible points for the technical proposal will move to Step 2. Proposals failing to obtain 80% of possible points will be eliminated from further consideration.

Step 2: Product Demonstrations/Interviews will be scheduled for all Offerors who received the minimum required score in Step 1. Product demonstrations receiving evaluation scores of 80% or better will move to Step 3. Product Demonstrations failing to meet the 80% threshold will be eliminated from further consideration.

Step 3: Compliance with Executive Order 12-2016 will be awarded 5% of the available points, and will be considered after Step 2. Those who do not comply with Executive Order 12-2016, will be awarded zero points for this criteria.

Step 4: Cost proposals will only be evaluated for those offerors who passed both the minimum scores in Step 1 (Technical Proposal) and Step 2 (Product Demonstrations/Interviews) of the evaluation process.

Offerors must submit a workbook for each of the five tiers as part of their cost proposal. The offeror must submit a cost proposal for Option B – Call Center services (Schedules H1-H4). Each Tier workbook will be assigned 200 points of the 1,000 possible points. The Offeror with the lowest cost for each Tier will receive the maximum allotted points (200). All other Offerors will receive a percentage of the 200 points available for that Tier based on their cost relationship to the best cost. The Department has selected a state from each Tier that would be the basis for scoring that particular Tier. To ensure Offeror pricing is not influenced, the State that will be used for each Tier will be revealed immediately after the RFP has closed.

Example: Total possible points for cost are 1,000. For Tier 1 there are 200 possible points. Offeror A’s Tier 1 cost is \$20,000. Offeror B’s cost is \$30,000. Offeror A would receive 200 points. Offeror B would receive 133 points ($(\$20,000/\$30,000) = 67\% \times 200 \text{ points} = 133$). Tiers 2-5 would be scored individually like the example for Tier 1 above.

Once all Tiers have been scored, the Offeror’s points for each Tier are combined for their total cost score.

Example: Offeror A received the following points:

Tier 1: 200 points
Tier 2: 150 points
Tier 3: 83 points
Tier 4: 200 points
Tier 5: 145 points

Total Cost Score: 778 points

Option C - Federal Reporting

The ability to meet the Detailed Scope of Work, Company Profile and Experience, Resumes, and Product Demonstrations/Interviews portions of the proposal will be evaluated based on Section 6.1.1 Scoring Guide below. The Offeror simply repeating requirements for any and/or all Sections of 3.10 does not qualify as a good response as defined in Section 6.1.1 of this RFP. Compliance, Performance Standards, Financial Stability, Disclosure of Dark Money Spending, Subcontractors, and References portions of the proposal will be evaluated on a pass/fail basis. Receiving a “fail” for any one of the pass/fail portions will result in the Offeror being eliminated from further consideration. Compliance with Executive Order No. 12-2016 will be assigned 5% of the available points. The basis of evaluation will be a multi-step process as outlined below:

Step 1: Technical Proposal will be evaluated first. Proposals receiving at least 80% of possible points for the technical proposal will move to Step 2. Proposals failing to obtain 80% of possible points will be eliminated from further consideration.

Step 2: Product Demonstrations/Interviews will be scheduled for all Offerors who received the minimum required score in Step 1. Product demonstrations receiving evaluation scores of 80% or better will move to Step 3. Product Demonstrations failing to meet the 80% threshold will be eliminated from further consideration.

Step 3: Compliance with Executive Order 12-2016 will be awarded 5% of the available points, and will be considered after Step 2. Those who do not comply with Executive Order 12-2016, will be awarded zero points for this criteria.

Step 4: Cost proposals will only be evaluated for those offerors who passed both the minimum scores in Step 1 (Technical Proposal) and Step 2 (Product Demonstrations/Interviews) of the evaluation process.

Offerors must submit a workbook for each of the five tiers as part of their cost proposal. The offeror must submit a cost proposal for Option C – Federal Reporting services (Schedules I1-I4). Each Tier workbook will be assigned 200 points of the 1,000 possible points. The Offeror with the lowest cost for each Tier will receive the maximum allotted points (200). All other Offerors will receive a percentage of the 200 points available for that Tier based on their cost relationship to the best cost. The Department has selected a state from each Tier that would be the basis for scoring that particular Tier. To ensure Offeror pricing is not influenced, the State that will be used for each Tier will be revealed immediately after the RFP has closed.

Example: Total possible points for cost are 1,000. For Tier 1 there are 200 possible points. Offeror A’s Tier 1 cost is \$20,000. Offeror B’s cost is \$30,000. Offeror A would receive 200 points. Offeror B would receive 133 points ($(\$20,000/\$30,000) = 67\% \times 200 \text{ points} = 133$). Tiers 2-5 would be scored individually like the example for Tier 1 above.

Once all Tiers have been scored, the Offeror’s points for each Tier are combined for their total cost score.

Example: Offeror A received the following points:

- Tier 1: 200 points
- Tier 2: 150 points
- Tier 3: 83 points
- Tier 4: 200 points
- Tier 5: 145 points
- Total Cost Score: 778 points

Team Wipro has thoroughly read and understands the Basis of Evaluation section. We understand each service category (Core, Option A, Option B, and Option C) are scored independently and each service category evaluation is based on a total number of 5,000 possible points.

The Scoring Guide in request for proposal (RFP) section 6.1.1 will be utilized for specific sections for Core Services, Option A, Option B and Options C to award points while other sections of the proposal will be evaluated on a pass/fail basis. Compliance with Executive Order No. 12-2016 will be assigned 5% of the available points. The basis of evaluation will be a multi-step process for each service category and only those offerors who passed both the minimum scores for the Technical Proposal and Product Demonstrations/Interviews will have their Cost Proposal evaluated.

6.1.1 SCORING GUIDE

In awarding points to the evaluation criteria in Steps 1-2, the evaluator/evaluation committee will consider the following guidelines:

Superior Response (95-100%): A superior response is an exceptional reply that completely and comprehensively meets all the requirements of the section. In addition, the response may cover areas not originally addressed within the RFP and/or include additional information and recommendations that would prove both valuable and beneficial to DPHHS.

Good Response (80-94%): A good response clearly meets all the requirements of the section and demonstrates in an unambiguous and concise manner a thorough knowledge and understanding of the project, with no deficiencies noted.

Fair Response (65-79%): A fair response minimally meets most requirements set forth in the section. The Offeror demonstrates some ability to comply with guidelines and requirements of the project, but knowledge of the subject matter is limited.

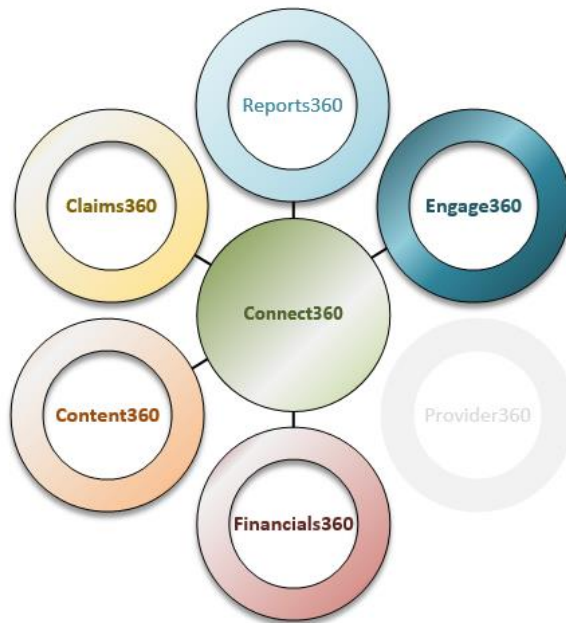
Failed Response (64% or less): A failed response does not meet the requirements set forth in the section. The Offeror has not demonstrated sufficient knowledge of the subject matter.

Team Wipro has thoroughly read and understands the Scoring Guide section. The Detailed Scope of Work, Company Profile and Experience, Resumes, and Product Demonstrations/Interviews portions of the proposal will be evaluated based on the Scoring Guide in this section. The Scoring Guide will be utilized for each service category (Core, Option A, Option B, and Option C). Scoring guidelines will allow for a Superior Response (95-100%), Good Response (80-94%), Fair Response (65-79%) or Failed Response (64% or less).

Wipro Enterprise Medicaid as a Service (EMaaS) is a strategic enterprise solution focused on addressing problems faced by many states that have attempted to replace or substantially enhance their legacy Medicaid Management Information System (MMIS).

Wipro EMaaS comprises six core components:

Claims360 provides a modern, enterprise class software platform for Medicaid claims processing and provides the State of Montana a solution that will stay relevant with changes in Information Technology solutions.



Engage360 cloud platform offers members and providers a seamless self-service experience as we extend our solution into the State of Montana's business processes.

Content360 offers the State of Montana a complete document, content and process management component and is the perfect solution for defining, orchestrating and automating the multi-solution workflows required to facilitate the Medicaid program.

Financials360 enables the State of Montana to make informed financial decisions by connecting claims operations to financial data, streamline Medicaid business processes, and decrease administrative overhead.

Reports360 provides the insight necessary to make data-driven decisions and watch the impact in real time. We provide the best report builders

and business intelligence tools in the industry to ensure Montana is aware of the health of their Medicaid program.

Connect360 provides a robust and flexible integration framework, which is extensible and highly available. This component provides interfaces with the State Integration platform to provide end-to-end connectivity between the EMaaS components as well as across the Montana Program for Automating and Transforming Healthcare (MPATH) enterprise.

Our proposal requirement responses will prove Wipro EMaaS is cutting-edge, reliable and exceeds Montana's "to be" vision. In addition, our 30+ years of success in managing a MMIS and Fiscal Agent services and our 500+ staff of Medicaid experience enables us to understand the challenges of the Montana Healthcare Programs enterprise and the need for constant improvement and modernization. Team Wipro is confident our proposal responses will meet or exceed the expectations of DPHHS.



6.2 EVALUATION CRITERIA

6.2 EVALUATION CRITERIA

The evaluation criteria to score and weight the total number of 5,000 points can be found below. For the detailed list of scoring items, please see Attachment I – Evaluation and Scoring.

Table 6.2 Core Services Evaluation Criteria

RFP Section	Evaluation Criteria Section	Section Weighting	Subsection Weighting
	Step 1: Technical Proposal	37.5% for a possible 1,875 points	
3.10.1	Technical and Information Architecture		6.0%
3.10.2	Project Management and System Development		3.0%
3.10.3	Certification		1.5%
3.10.4	Operations, Maintenance & Configuration		2.0%
3.10.5	Key Personnel & Staffing		1.5%
3.10.6	Project Closeout and Turnover		0.5%
3.10.7	Project Deliverables and Documentation		1.5%
3.10.8	Performance Standards	Pass/Fail	Pass/Fail
3.10.9	Subcontractors	Pass/Fail	Pass/Fail
3.10.10	Edits Processing & Adjustment		4.0%
3.10.11	Pricing & Payment		4.0%
3.10.12	Benefit & Reference Data Management		2.5%
3.10.13	Data & Reporting		2.5%
3.10.14	System Administration & Operations		4.0%
3.10.15	Service Authorizations		0.5%
4.2.1	References	Pass/Fail	Pass/Fail
4.2.2	Company Profile & Experience		2.0%
4.2.3	Resumes		2.0%
4.2.4	Offeror Financial Stability	Pass/Fail	Pass/Fail
4.2.5	Executive Order 15-2018 Dark Money Disclosure	Pass/Fail	Pass/Fail
	Step 2: Product Demonstration/ Question & Answer	37.5% for a possible 1,875 points	
4.2.6	Product Demonstration/Question & Answer		32.5%
4.2.7	Step 3: Certification of Compliance with Executive Order No. 12-2016 attachment.	5% for a possible 250 points	

	Certification of Compliance with Executive Order No. 12-2016		5%
	Step 4: Cost Proposal	25% for a possible 1,000 points	
4	Cost Proposal		25%
	Total	100%	

Table 6.2.1 represents the points needed to move on to each step of the evaluation process

Evaluation Step	Possible Points	Points Required to Move to Next Step in Evaluation Process
Step 1 – Technical Proposal	1,875	1,500
Step 2 – Product Demonstration/Interviews	1,625	1,300
Step 3 - Signed Certificate of Compliance with Executive Order No. 12-2016	250	
Step 4 – Cost Proposal	1,250	

Table 6.3 Option A - Financial Evaluation Criteria

RFP Section	Evaluation Criteria Section	Section Weighting	Subsection Weighting
	Step 1: Technical Proposal	38% for a possible 1,900 points	
3.10.16.1	Fiscal Management		18%
3.10.16.2	Financial Reporting		10%
3.10.8	Performance Standards	Pass/Fail	Pass/Fail
3.10.9	Subcontractors	Pass/Fail	Pass/Fail
4.2.1	References	Pass/Fail	Pass/Fail
4.2.2	Company Profile & Experience		5%
4.2.3	Resumes		5%
4.2.4	Offeror Financial Stability	Pass/Fail	Pass/Fail
4.2.5	Executive Order 15-2018 Dark Money Disclosure	Pass/Fail	Pass/Fail
	Step 2: Product Demonstration/Interview	32% for a possible 1,600 points	
4.2.6	Product Demonstration/Interview		35%
4.2.7	Step 3: Certification of Compliance with Executive Order No. 12-2016 attachment.	5% for a possible 250 points	
	Certification of Compliance with Executive Order No. 12-2016		
	Step 2: Product	32% for a possible 1,600 points	

	Demonstration/Interview		
4	Cost Proposal		25%
	Total	100%	

Table 6.3.1 represents the points needed to move on to each step of the evaluation process

Evaluation Step	Possible Points	Points Required to Move to Next Step in Evaluation Process
Step 1 – Technical Proposal	1,900	1,520
Step 2 – Product Demonstration/Interviews	1,600	1,280
Step 3 - Signed Certificate of Compliance with Executive Order No. 12-2016	250	
Step 4 – Cost Proposal	1,250	

Table 6.4 Option B – Call Center Evaluation Criteria

RFP Section	Evaluation Criteria Section	Section Weighting	Subsection Weighting
	Step 1: Technical Proposal	38% for a possible 1,900 points	
3.10.17.1	Member Provider Call Center		28%
3.10.8	Performance Standards	Pass/Fail	Pass/Fail
3.10.9	Subcontractors	Pass/Fail	Pass/Fail
4.2.1	References	Pass/Fail	Pass/Fail
4.2.2	Company Profile & Experience		5%
4.2.3	Resumes		5%
4.2.4	Offeror Financial Stability	Pass/Fail	Pass/Fail
4.2.5	Executive Order 15-2018 Dark Money Disclosure	Pass/Fail	Pass/Fail
	Step 2: Product Demonstration/Interview	32% for a possible 1,600 points	
4.2.6	Product Demonstration/Interview		32%
4.2.7	Step 3: Certification of Compliance with Executive Order No. 12-2016 attachment.	5% for a possible 250 points	
	Certification of Compliance with Executive Order No. 12-2016		
	Step 4: Cost Proposal	25% for a possible 1,250 points	
4	Cost Proposal		25%
	Total	100%	

Table 6.4.1 represents the points needed to move on to each step of the evaluation process

Evaluation Step	Possible Points	Points Required to Move to Next Step in Evaluation Process
Step 1 – Technical Proposal	1,900	1,520
Step 2 – Product Demonstration/Interviews	1,600	1,280
Step 3 - Signed Certificate of Compliance with Executive Order No. 12-2016 attachment	250	
Step 4 – Cost Proposal	1250	

Table 6.5 Option C – Federal Reporting Evaluation Criteria

RFP Section	Evaluation Criteria Section	Section Weighting	Subsection Weighting
	Step 1: Technical Proposal	38 % for a possible 1,900 points	
3.10.18.1	Federal Reporting		28%
3.10.8	Performance Standards	Pass/Fail	Pass/Fail
3.10.9	Subcontractors	Pass/Fail	Pass/Fail
4.2.1	References	Pass/Fail	Pass/Fail
4.2.2	Company Profile & Experience		5%
4.2.3	Resumes		5%
4.2.4	Offeror Financial Stability	Pass/Fail	Pass/Fail
4.2.5	Executive Order 15-2018 Dark Money Disclosure	Pass/Fail	Pass/Fail
	Step 2: Product Demonstration/Interview	32% for a possible 1,600 points	
4.2.6	Product Demonstration/Interview		32%
4.2.7	Step 3: Certification of Compliance with Executive Order No. 12-2016 attachment.	5% for a possible 250 points	
	Certification of Compliance with Executive Order No. 12-2016		
	Step 4: Cost Proposal	25% for a possible 1,250 points	
4	Cost Proposal		25%
	Total	100%	

Table 6.5.1 represents the points needed to move on to each step of the evaluation process

Evaluation Step	Possible Points	Points Required to Move to
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		Next Step in Evaluation Process
Step 1 – Technical Proposal	5% for a possible 250 points	
Step 2 – Product Demonstration/Interviews		5%
Step 3 - Signed Certificate of Compliance with Executive Order No. 12-2016	25% for a possible 1,250 points	
Step 4 – Cost Proposal		25%

Team Wipro has thoroughly read and understands the Evaluation Criteria section. We understand each service category (Core, Option A, Option B, and Option C) are scored independently and is based on a total number of 5,000 possible points. The evaluation criteria to score and weight the total number of 5,000 points is found in the tables in this section. A detailed list of scoring items was provided by the State in Attachment I - MPATH Claims Processing and Management Services Evaluation and Scoring document. Below summarizes the tables outlined for each service category in the evaluation process identified in this section.

- ✓ Tables 6.2 and 6.2.1 outline the evaluation criteria for Core Services by identifying the RFP sections/subsections and weighting. Team Wipro understands the overall possible score and weight that may be achieved for Core Services.
- ✓ Tables 6.3 and 6.3.1 outline the evaluation criteria for Option A – Financial by identifying the RFP sections/subsections and weighting. Team Wipro understands the overall possible score and weight that may be achieved for Option A – Financial.
- ✓ Tables 6.4 and 6.4.1 outline the evaluation criteria for Option B – Call Center by identifying the RFP sections/subsections and weighting. Team Wipro understands the overall possible score and weight that may be achieved for Option B – Call Center.
- ✓ Tables 6.5 and 6.5.1 outline the evaluation criteria for Option C – Federal Reporting by identifying the RFP sections/subsections and weighting. Team Wipro understands the overall possible score and weight that may be achieved for Option C – Federal Reporting.