

Decision Package Criteria			Criteria Scoring Scale			
Parent Criteria	Sub Criteria	Description	Mastery	Competent	Adequate	Insufficient
Agency readiness	Feasibility of project proposal	<p>Assess the evidence of needs assessment, high-level requirements, and feasibility study, or similar due diligence, to understand business needs and complete market research and select technology solution.</p> <p>Assess the planned investment approach and implementation staffing/resourcing, including assumptions about onboarding/staffing, etc.</p>	There is documentation that answers all aspects of the criteria question. The details are thorough and appear to be appropriately scaled to the proposed investment.	There is documentation that answers most of the criteria question. The investment appears to be scaled to the investment, but details could have been expanded.	There is documentation that answers some of the criteria question. Details are lacking and it is unclear if the investment is scaled appropriately.	There is limited or nonexistent documentation on the specifics of the criteria question.
	Technology Adoption & Organizational Readiness	<p>Assess how the agency is preparing its workforce for the successful adoption, use, and support of the proposed technology solution. This includes strategies for managing change, reskilling or redeploying staff, and embedding new ways of working into business operations.</p> <p>Responses should demonstrate evidence of a structured Organizational Change Management (OCM) approach that supports adoption across impacted groups (e.g., teams, divisions, agencies). Plans should address communication, engagement, leadership alignment, resistance management, and long-term sustainment, not just training.</p>	There is documentation that answers all aspects of the criteria question. The details are thorough and appear to be appropriately scaled to the proposed investment.	There is documentation that answers most of the criteria question. The investment appears to be scaled to the investment, but details could have been expanded.	There is documentation that answers some of the criteria question. Details are lacking and it is unclear if the investment is scaled appropriately.	There is limited or nonexistent documentation on the specifics of the criteria question.

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Technical alignment	Strategic /Technical alignment	<p>For all selected in part 4, please provide details on how your proposal aligns.</p> <p>Assess agency proposal against <a href="#">state strategic plan</a> including alignment with the goals.</p>	There is documentation that answers all aspects of the criteria question. The details are thorough and appear to be appropriately scaled to the proposed investment.	There is documentation that answers most of the criteria question. The investment appears to be scaled to the investment, but details could have been expanded.	There is documentation that answers some of the criteria question. Details are lacking and it is unclear if the investment is scaled appropriately.	There is limited or nonexistent documentation on the specifics of the criteria question.
	Business process and technology modernization	<p>Incorporating new and innovative technology (examples such as: cloud first solutions, low code / no code, AI etc.) to improve business outcomes and improve the health and alignment to the agency's existing IT portfolio and strategic plan.</p> <p>Assess how the proposal incorporates modern technology solutions into redesigned business processes focused on improving customer experience, service quality, and reducing technical debt within the agency's technology portfolio.</p>	There is documentation that answers all aspects of the criteria question. The details are thorough and appear to be appropriately scaled to the proposed investment.	There is documentation that answers most of the criteria question. The investment appears to be scaled to the investment, but details could have been expanded.	There is documentation that answers some of the criteria question. Details are lacking and it is unclear if the investment is scaled appropriately.	There is limited or nonexistent documentation on the specifics of the criteria question.

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Business alignment	Customer Experience & Access	Assess how the proposed solutions improves customer access to business capabilities through technology. Responses should demonstrate evidence of person centered design including: accessibility testing plans, insights from underserved populations to ensure equitable access to technology.	There is documentation that answers all aspects of the criteria question. The details are thorough and appear to be appropriately scaled to the proposed investment.	There is documentation that answers most of the criteria question. The investment appears to be scaled to the investment, but details could have been expanded.	There is documentation that answers some of the criteria question. Details are lacking and it is unclear if the investment is scaled appropriately.	There is limited or nonexistent documentation on the specifics of the criteria question.
	Business driven technology	Assess if there is a clear business purpose for the IT spend. The request includes plans for business transformation and approaches to keeping customer at the center of the technology investment.	There is documentation that answers all aspects of the criteria question. The details are thorough and appear to be appropriately scaled to the proposed investment.	There is documentation that answers most of the criteria question. The investment appears to be scaled to the investment, but details could have been expanded.	There is documentation that answers some of the criteria question. Details are lacking and it is unclear if the investment is scaled appropriately.	There is limited or nonexistent documentation on the specifics of the criteria question.
	Measurable business outcomes	Assess the presence of anticipated business outcomes, measures and targets as a result of this investment. Responses should specifically include examples of how success will be measured and evaluated. Examples include customer satisfaction scores, adoption rates, cycle and processing times, etc.	There is documentation that answers all aspects of the criteria question. The details are thorough and appear to be appropriately scaled to the proposed investment.	There is documentation that answers most of the criteria question. The investment appears to be scaled to the investment, but details could have been expanded.	There is documentation that answers some of the criteria question. Details are lacking and it is unclear if the investment is scaled appropriately.	There is limited or nonexistent documentation on the specifics of the criteria question.