

**Appendix 5: Instructions for Testing**

*This document demonstrates the process that will be followed by internal evaluators within North Somerset Council to evaluate the shortlisted bidders demonstration sites. Please note that no input is needed from bidders with regards to this document within their tender return, aside from providing us with a link to their demonstration site, as requested within Appendix 2.*

The tasks as listed in Table 2 are to be carried out in the order as listed, Table 1 outlines how each task should be scored.

Testing is expected to take between 40 and 60 minutes per supplier, allow no more than five minutes per task.

**Table 1.**

|  |  |  |
| --- | --- | --- |
| **Score**  | **Classification** | **Award Criteria** |
| 4 | Very easy | It was clear and unambiguous what was required to carry out the task, there was proportionally minimal processes required to achieve the goal.  |
| 3 | Easy | Managed to complete the task and it was easy to locate button/link. Was able to carry out task reasonably quickly and with few process/obstructions.  |
| 2 | Acceptable | Managed to complete the task however was not able to locate button/link initially. Took longer than expected, in comparison with the existing systems. I had to go through several layers to reach what was needed |
| 1 | Challenging | Was only partially able to achieve set task. Difficult to locate the button/link. It took significantly longer than I would expect in comparison with the existing systems. On-site support was not available/it was not helpful. |
| 0 | Unable to complete | It was not possible to locate the button/link required to commence the task and/or this did not function correctly. Took too long and unable to locate any support on site. |

**Table 2.**

|  |  |  |
| --- | --- | --- |
| Tasks  | Device the task is to be tested on | Score  |
| 1. Complete a ‘contact a patient request’ (stakeholder referral) client mobile/email contact details, refers role e.g. GP and where from – GP practice name.  | Laptop  |  |
| 2. Register for support as a new client/member of the public (contact details, demographic data, baseline health questions) | Mobile phone  |  |
| 3. Search for an existing client record  | Laptop |  |
| 4. Record a session of support in client records – information update  | Laptop |  |
| 5. Record four-week outcome for stop smoking support (yes or no to quit date)  | Laptop |  |
| 6. Close / sign-off episode of support  | Laptop |  |
| 7. Send a message (including an attachment) from case management system to a client by email.  | Laptop |  |
| 8. View food diary submission from client in client records login  | Laptop |  |
| 9. Run a report of the number of new referrals over a three-month period, the topic of support requested and referral type (self-referral or professional referral) | Laptop |  |
| 10. Run an outcomes report for all topics (stop smoking, physical activity, weight loss) over a duration of 12 months. To include the number of achieved outcomes, part achieved, those who did not achieve outcome and lost to follow up. | Laptop |  |
| 11. Search for local health and wellbeing activities available via activity finder  | Tablet |  |
| **TOTAL SCORE**  |  |  |