# Evaluation Report Final – Assessor Guide

**Assessor Instructions:** Students’ words may vary, but their responses need to reflect the content in the sample answers provided in this report.

## Criteria to be evaluated

|  |  |
| --- | --- |
| Evaluation Criteria | Weighting |
| Technical capability - (Integration with existing healthcare systems and workflows, Availability of technical support and maintenance services.) | 30% |
| System functionality and features - (Robust reporting and analytics capabilities to support data-driven decision making.) | 25% |
| User experience and usability - (User-friendly interface and ease of use for healthcare providers and staff) | 20% |
| Compliance - (Compliance with Australian healthcare regulations and standards, including data privacy and security requirements.) | 15% |
| Price - (Consideration of total cost of ownership, including implementation costs, licensing fees, and ongoing support and maintenance costs.) | 10% |
| **Total Weighted Score** | 100% |

## Evaluation scoring

Each supplier quote should be evaluated for each criterion using the following ratings:

|  |  |
| --- | --- |
| Rating | Description |
| 1 | Response doesn’t meet any of the requirements for that criterion |
| 2 | Response meets very little of the requirements for that criterion |
| 3 | Response meets some of the requirements for that criterion |
| 4 | Response meets most of the requirements for that criterion |
| 5 | Response meets all the requirements in full for that criterion |

Ratings can be assigned via comparison if the criteria dictate this. For example, if a criterion is sustainability, if one product is more sustainable than another, it should receive a higher rating for that criterion than the other product. Or if another criterion is price, if one product is cheaper than another, it should receive a higher rating for that criterion than the other product.

## Quote response data collation

You are to calculate an evaluation score for each quote by using a separate table (as given below) for each supplier quote that specifies:

* The name of the supplier.
* The criteria and the information received from each supplier on how they meet each criterion.
* The weighing and rating of the criteria.
* For each criterion, multiply the Weighting by the given Rating to determine a total for that criterion.
* Add the totals together.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Add supplier name** | **Criteria (add the information received for each criterion from the suppliers)** | **Weighing** | **Rating** | **Totals** |
| MedicalDirector | Technical Capability:  Their EMR has the ability to integrate with existing healthcare systems and workflows, and they offer technical support and maintenance services. | 30% | 5 | 150  125  60  75  10  420 |
| System Functionality:  Their EMR has exceptional reporting and analytics capabilities to support data-driven decision-making. | 25% | 5 – Students need to give a perfect score now |
| User experience and usability:  Reviews of previous customers suggest that the EMR is somewhat user-friendly for healthcare providers and staff. Some of their clients suggested that the staff required further training. | 20% | 3 – Students cannot give a perfect score here. But their rating may vary. However, MedicalDirector needs to score higher than Best Practice Software for the same criterion. |
| Compliance:  Their EMR is compliant with Australian healthcare regulations and standards, including data privacy and security requirements. | 15% | 5 |
| Price:  Total cost: **$42,500** | 10% | 1 – The score should drop hereafter the change in price, The students’ scores might be different. |
| Best Practice Software | Technical capability:  Their EMR does not have the ability to integrate with existing healthcare systems and workflows, and they offer technical support and maintenance services | 30% | 1 - Students cannot give a perfect score here. But their rating may vary. | 30  125  20  75  10  260 |
| System functionality and features:  Their EMR has exceptional reporting and analytics capabilities to support data-driven decision making | 25% | 5 |
| User experience and usability:  Reviews of previous customers suggest that the EMR is not very user-friendly for healthcare providers and staff. The staff will require training for 3 – 6 months, depending on their current skills. | 20% | 1 - Students cannot give a perfect score here. But their rating may vary. |
| Compliance:  Their EMR is compliant with Australian healthcare regulations and standards, including data privacy and security requirements | 15% | 5 |
| Price:  Total cost: **$44,800** | 10% | 1 - Students cannot give a perfect score here. But their rating may vary. |
| Clinic to Cloud | Technical capability:  Their EMR has the ability to integrate with existing healthcare systems and workflows, and they offer technical support and maintenance services | 30% | 5 | 150  100  100  75  50  475 |
| System functionality and features:  Their EMR has above-average reporting and analytics capabilities to support data-driven decision-making. | 25% | 4 – Students cannot give a perfect score here. But their rating may vary. They can even choose to drop the score as the provided could not add the feature. |
| User experience and usability:  Reviews of previous customers suggest that the EMR is very user-friendly for healthcare providers and staff. The staff will require minimal training | 20% | 5 |
| Compliance:  Their EMR is compliant with Australian healthcare regulations and standards, including data privacy and security requirements. | 15% | 5 |
| Price  Total cost: **$35,000** | 10% | 5 |

## Quote evaluation

List each of the suppliers and their total evaluation score:

|  |  |
| --- | --- |
| Supplier | Total |
| MedicalDirector | 420 |
| Best Practice Software | 200 |
| Clinic to Cloud | 475 |

## Recommendations

|  |  |
| --- | --- |
| Suppliers: | Clinic to Cloud |
| <<Explain in detail the reason for your recommendations here>>  (Approx. word count: 80 – 120 words)  **Assessor Instructions:** Students must select Clinic to Cloud in this final stage. Their wording in explaining the reason(s) for their recommendation may vary, but their response needs to reflect the content in the sample answer below:  *After negotiating with MedicalDirector and Clinic to Cloud and reviewing the offers, we concluded that the best option is Clinic to Cloud as it meets almost all the requirements and is still within budget.*  *Medical Director was also able to meet most of the requirements however the price was over budget, and it was not the most user-friendly system out of the 3.*  *Best for Practice did not have the ability to integrate with the old system, and the price is higher than the allocated budget.* | |