



Vendor Selection for the
Creation and Implementation
of the New G4Health Web Site

February 23, 2010

Table of Contents

- 1 BACKGROUND..... 4**
- 2 VENDOR SELECTION CRITERIA 5**
 - 2.1 THE G4HEALTH SELECTION COMMITTEE7
- 3 VENDOR RESPONSE ANALYSIS TO RFP 8**
 - 3.1 VENDOR SYNOPSIS8
 - 3.2 VENDOR SHORT LIST.....8
 - 3.2.1 Vendor Short List Process and Determination.....8
 - 3.2.2 MedNet Technologies.....10
 - 3.2.3 MedTouch14
 - 3.2.4 Scorpion Healthcare.....17
- 4 VENDOR SELECTION 21**
 - 4.1 SCORPION HEALTHCARE: BENEFITS.....21
 - 4.2 SCORPION HEALTHCARE: RISKS.....22
 - 4.3 THE DISMISSAL OF MEDNET TECHNOLOGIES AND MEDTOUCH23
 - 4.3.1 Dismissal of MedNet Technologies23
 - 4.3.2 Dismissal of MedTouch23
- 5 BUDGET ESTIMATES 24**
- 6 ACCEPTANCE TESTING 26**
 - 6.1 INTRODUCTION26
 - 6.2 ACCEPTANCE PROCESS.....26
 - 6.3 ACCEPTANCE CRITERIA26
- APPENDICES..... 28**
 - APPENDIX A: PROTOTYPE GRADING.....28
 - APPENDIX B: INVOICES.....30
 - MedNet30



MedTouch 30

Scorpion Healthcare 31

APPENDIX C: SAMPLE VENDOR CLIENT SURVEY 33

APPENDIX D: SAMPLE CRITICAL ISSUE/DEFECT REPORT AND DEFECT LOG 35

APPENDIX E ACCEPTANCE CRITERIA TEST MATRIX 36

WORKS CITED **38**

1 BACKGROUND

G4Health is a large urban hospital in Los Angeles, California. It is located in a very competitive environment and industry experts have ranked it as the number 4 or 5 hospital in the area.

The existing G4Health Web Site is lacking critical aspects that are hindering the ability for the hospital to remain competitive. As is, it does not provide the desired edge to attract new patients and potential staff. The current site does not provide consumer-oriented health information or online services (such as patient scheduling) to existing and new patients, nor does its appearance attract highly qualified nurses and clinicians. Also, the ability to capture information from referring physicians, prospective employees and patients does not exist or is very limited.

In addition, G4Health's current Internet content management system is extremely limited in its functionality and tools offered through its administrative interface. Web Site features, like search and easy-to-use navigation, are inadequate when using the current system.

These shortfalls continually put G4Health's Web Site at a disadvantage as the system provides no scalability to handle the evolving list of online initiatives requested from G4Health leaders. The existing system will not satisfy what is needed for short and long term growth in the urban market.

It is important to add that the G4Health Web Site currently adheres to its own "look and feel" by hospital discipline making it difficult to brand the G4Health identity across the continuum of care.

Just recently, the Office of Information Technology received direction from the CEO of G4Health to begin work on a new Statement of Work and RFP to include the Patient Portal in order to achieve meaningful use. After much discussion and resource analysis it was determined this Web Site Project and the Patient Portal Project are two separate proposal and vendor selection processes and require to be treated as separate projects within one Program called **G4Health Interactive Web Services**. It was agreed work will begin immediately on the Statement of Work for implementation of the Patient Portal Project. The team that will focus on the Portal project will work closely with the team responsible for this project to ensure continuity and integration between the two technologies. It is expected that the Web Site Project will need to be implemented first before go-live of a Patient Portal. One G4Health Program Manager will be assigned. Two G4Health Project Managers will also be identified and report directly to the Interactive Web Services Program Manager for the duration of both projects.

It is important to note this document serves as an overview of the Vendor Selection for the Web Site Project.

It is expected given the size of the project, and with the political changes noted above, changes in the project will occur. Formal change management procedures will be implemented according to G4Health's Project Management Methodology.

To facilitate the proper mechanism to manage change, a change control board (CCB) will be implemented. This team will work with the selected vendor to define and document the types of changes that will be considered.

All proposed changes must include the reason for the change request, the potential impact of the change, any timeline revisions, and responsibility for change implementation. This change should also be delivered with a formal requirement that would be included into the project scope should it be accepted.

Upon proposal, the vendor will present the proposed change, along with its milestone and adjusted milestones should this change impact existing milestones, to the CCB. The CCB will review the proposal and discuss the changes. Should a revision to the proposed change be required, the CCB will call a meeting with the contractor to negotiate. If the changes are mutually accepted, the Change Request Form must be signed by both parties.

After the Change Request Form has been signed, the project manager will update the appropriate project artifacts referencing the change request in the artifact history.

As such, changes have been made since the Request for Proposal was presented to the G4Health leadership team yet prior to delivery to potential vendors. The Category of "Security and Regulatory Requirements" was added to the Vendor Selection Criteria with a weight of "pass/fail". Vendors who could not prove attention to risk avoidance and regulatory requirements were eliminated from consideration. Since this change is related to vendor selection rather than project scope, the Criteria worksheet was simply updated and the selection committee was educated accordingly.

2 VENDOR SELECTION CRITERIA

A committee of selected individuals from within G4Health have reviewed and evaluated all proposals and, where appropriate, requested a preliminary concept for the design and navigation of G4Health's website. The evaluation of the responses was based, in part, on the following criteria:

- Qualification of respondent, including:
 - Demonstrated competence and professional qualifications necessary for successfully performing the work required by G4 Health
 - Recent experience in successfully performing similar services
 - Background and experience of the specific individuals to be assigned to this project

- Standing hourly billing rates for the assigned staff, including any sub-contractors, sub-consultants, project rate or module design rate.
- Experience in integrating HR functions (e.g. resume submitting, job descriptions, benefits) into website content
- Experience in making a website interactive, user-friendly, informative, and attractive to the website user.
- Experience in content management website construction
- Demonstrated creativity in hospital/healthcare website development.
- Completeness of responses to specific requirements of the solicitation
- References and virtual site visits
- Proposed approach in completing work.
- Vendor Costs

The following table outlines the grading criteria to be utilized in the selection process:

Category	Criteria	Points
Deliverables	Ability to Implement Mandatory Requirements	10
	Technical Capability	10
	Solution Approach	10
	Compatibility and Usability	5
Vendor	Project Requirement Understanding	10
	Ability to meet timelines	5
	Experience	15
	Key Personnel	5
	References	10
Pricing	Cost	20
	Total	100

2.1 THE G4HEALTH SELECTION COMMITTEE

G4Health’s vendor selection process begins with the formation of the Vendor Selection Committee. Committee members must represent all the various G4 Health stakeholders identified in the Statement of Work and be comprised of CIO, CMO, CNO, key business decision makers, technical experts, project sponsor, project leaders and a representative from legal and human resources. Committee members are responsible for assimilating the various organizational needs presented by the project leader with their own experience and business group needs to help identify the website vendor that best meets these needs, and with the minimum amount of organizational impact.

In order to keep the selection committee members engaged throughout the selection process, all committee members will actively participate in the following selection process tasks:

- Vendor Identification. Committee members are each required to submit a vendor for consideration to the project leader. Submittals must be made independent of other committee members
- Vendor demonstration. All committee members are to participate in the scoring of each vendor during the vendor’s demonstration.
- Provide feedback into the development of a Vendor demonstration task list.
- Participation in the Vendor Demonstration Survey. Committee members were asked to rate each vendor demonstration in one of three categories: Unsatisfactory, Satisfactory and Excellent for each task requirement that cover three main categories 1) Performance 2) Functionality 3) Reliability.
- Participate in Client Surveys. A client survey was developed to allow selection committee members to telephone or travel on-site to evaluate the vendors references. Goal was to answer “how happy the client actually is with the vendor’s product”. See Appendix C for the Client Survey.

Selection Committee Members and Business Area represented:

Committee Member	Business Area
Victor Gates	CIO, Project Sponsor
Hector Villareal	CMO
Sheila Kohl	CNO
Brandon Larson	VP, Public Relations and Marketing
Amanda Laverty	VP, Human Resources
Lindsay Vonn	Project Leader
Richard Ford	Information Technology - Web
Katie Davis	Information Technology - QA
Mike Richards	Operations
Tracy Felde	Manager of Medical Informatics
Ling Wang	Insurance and Billing
Pamela Steward	General Counsel
Sharon Vue	Project Manager

3 VENDOR RESPONSE ANALYSIS TO RFP

As part of G4 Health's overall corporate strategy to raise the quality of healthcare G4 Health provides and increase G4 Health's perceived ranking of hospitals in the community, the Web Site Project was determined to be integral part of this overall strategy. Accordingly, the selection committee considered many factors in first determining the vendor short list, then after reducing the short list to two vendors, produced a recommendation to enter into contract negotiation.

A detailed requirements analysis was done for the project, and twenty three vendors were submitted for consideration to the project lead. Sources for vendor search included a submittal from each member of the selection committee, Internet searches, Project Management related publications and researching other competitor's websites.

After reviewing information on several vendors, three vendors were invited for on-site demonstrations of their product. Based on the demonstrations and user feedback, an extensive GAP requirements analysis was done for each vendor to identify the product that best meets our needs. Section 3.1 provides a synopsis of the three vendors in which the selection committee will determine a short list consisting of two vendors.

3.1 VENDOR SYNOPSIS

The selection committee was impressed with the quality of the proposals that were received and have provided a synopsis of the vendors.

3.2 VENDOR SHORT LIST

3.2.1 VENDOR SHORT LIST PROCESS AND DETERMINATION

Based on the bids received and an initial analysis and grading of the content, the G4Health Selection Committee selected MedNet Technologies, MedTouch and Scorpion Healthcare to be on the vendor shortlist. Each bid was rated on several criteria based upon the requirements outlined in the Request for Proposal. The Delphi method was employed to measure the balance of criteria importance to the entirety of the team. The following table demonstrates the total value and rank of each criterion:

Criterion	% of managers who view the criterion as important or very important (N=13)	Extent to which managers think the criterion influence vendor selection			Total Value	Rank
		Very important	Important	Not important	(%)	
		(Scale=5)	(Scale=3)	(Scale=1)		
Ability to implement mandatory requirements	100%	11	1	1	65 (15.1)	1
Technical Capability	100%	6	6	1	49 (11.4)	4
Solution Approach	85%	5	2	6	37 (8.6)	9
Compatibility and Usability	100%	8	1	4	47(10.9)	5
Project Requirement Understanding	100%	9	2	2	53 (12.3)	3
Ability to meet timelines	85%	5	3	5	39 (9.0)	8
Key Personnel	100%	5	5	3	43 (9.98)	6
References	80%	6	2	5	41 (9.5)	7
Cost	100%	10	2	1	57 (13.2)	2
Total Value					431 (100)	

3.2.2 MEDNET TECHNOLOGIES

3.2.2.1 VENDOR BACKGROUND

MedNet Technologies is small, privately held organization based out of Long Island, New York. MedNet staffs 50 employees and is currently hiring. The organization was founded in 1998 and has a portfolio that boasts web site management and development for over 2,500 healthcare service providers across the globe. Their work expands into insurance companies, manufacturers, medical colleges, and more and their entire focus is solely on healthcare related projects.¹

MedNet Technologies was profitable over the last five years reporting average annual revenues of \$240,000 and an income of \$38,000 after taxes and operating costs.

<i>In Thousands of USD</i>	<i>60 months ending 2009-12-31</i>	
Revenue	\$	240.00
Other Revenue, total	\$	-
Total Revenue	\$	240.00
Cost of Revenue, Total	\$	106.50
Gross Profit	\$	133.50
Total Operating Expense	\$	194.00
Operating Income	\$	46.00
Income Before Tax	\$	42.00
Income After Tax	\$	38.00

3.2.2.2 VENDOR REFERENCES

MedNet Technologies offered three comparable references to the G4Health Selection Committee. One is an optometry website and the other two were hospital center makeovers.

Reference	Location	Type	Site Package	Hosted
Philadelphia Eye Associates	Philadelphia, PA	Optometry Practice, Website Makeover	23 pages	Yes
Beth Israel Cardiology Center	Manhattan, NY	Hospital Heart Institute	8 pages	Yes
Hospital for Special Surgery	Manhattan, NY	Hospital Anesthesiology Center	23 pages	Yes

3.2.2.3 VENDOR STAFF

The staff of MedNet Technologies was reported to be seasoned professionals with extensive experience in healthcare website design and hosting. The team that would be working on the project consists of members of the Graphic Design, Content, Visibility Services, Customer Service and Information Technology teams. The resumes received were of G4Health standards.

3.2.2.4 FORMAT OF WEB DESIGN

MedNet Technologies utilizes FLASH™ Animation, extensive graphics, extensive healthcare specific content, shopping carts, video services, animated procedure, newsletters, and more. The full list of all development technologies is available at <http://www.mednet-tech.com/development.html>. For hosting services, the website is on dedicated servers for all hosted technologies. They will also provide G4Health with Analytic Reports and a Visibility (SEO/SEM) plan.ⁱⁱ

3.2.2.5 SAMPLE HOME PAGE

MedNet submitted a prototype that was much like the sites referenced in the References submitted to the Selection Committee. The committee members rated the prototype a 3.6 out of 5. Please see Appendix A for full details of the remarks from the committee.

3.2.2.6 PROJECT SCHEDULE

MedNet projects that completion of the project can be done in 9 weeks after a contract and Letter of Engagement is signed. The schedule per deliverable is outlined below.ⁱⁱⁱ

Week Number	Deliverables/Tasks	MedNet Resource	G4Health Resource
Week 1: April 1-2, 2010	<ul style="list-style-type: none"> • Creative Brief • Site Design Goals • Concept Definition • Budget • Schedule • Hosting/Technical Needs 	<ul style="list-style-type: none"> Project Manager Art Director 	<ul style="list-style-type: none"> CIO CMO VP of Marketing Program Manager Project Manager HR Manager
Week 2: April 5-9	<ul style="list-style-type: none"> • Definition of: <ul style="list-style-type: none"> ○ Site Structure ○ Navigation ○ Flow • Employment Section • Sitemap • Finalization of Technical Needs • Begin Content development 	<ul style="list-style-type: none"> Project Manager Art Director Design/Layout Content Developer 	<ul style="list-style-type: none"> Program Manager Project Manager VP of Marketing HR Manager Web Specialist Technical Manager
Week 3: April 12 – 16	<ul style="list-style-type: none"> • Begin UI Design • Signoff on UI Design • Continue Content development 	<ul style="list-style-type: none"> Project Manager Design/Layout Content Developer 	<ul style="list-style-type: none"> Project Manager VP of Marketing Informatics Manager HR Manager Web Specialist
Week 4: April 19 – 23	<ul style="list-style-type: none"> • HTML Protosite presented • Flow/UI Design reviewed • Finalize Design 	<ul style="list-style-type: none"> Project Manager Design/Layout Copy-writer Graphic Designer 	<ul style="list-style-type: none"> Project Manager Web Specialist Informatics Manager VP of Marketing HR Manager
Week 5: April 26 – 30	<ul style="list-style-type: none"> • HTML Site development • Graphics development 	<ul style="list-style-type: none"> Project Manager Graphic Designer Developer 	<ul style="list-style-type: none"> Project Manager Marketing Manager Web Specialist

Week 6: May 3 – 7	<ul style="list-style-type: none"> • HTML site development • Integrate Content into site • Integrate Graphics into site 	Project Manager Graphic Designer Content Developer Developer	Project Manager Web Specialist
Week 7: May 10 – 14	<ul style="list-style-type: none"> • Beta site • Acceptance Testing • Content Freeze 	Project Manager Developer Content Developer	Project Manager Web Specialist QA Specialist Department Managers
Week 8: May 17 – 21	<ul style="list-style-type: none"> • Migrate site to hosted environment • Full testing 	Project Manager Developer Information Technology	Project Manager Technical Manager Web Specialist QA Specialist Department Managers
Week 9: May 24 – May 28	<ul style="list-style-type: none"> • Finalize Testing • Make Necessary Modifications • C level sign off • Launch! 	Project Manager Quality Analyst Information Technology Developer	CIO CMO Program Manager Project Manager Web Specialist Technical Manager QA Specialist Department Managers

3.2.2.7 INVOICING PROCESS

The MedNet Technology Billing division will provide G4Health with an initial invoice including development fees, hosting fee schedule and fee schedule for additional purchase (like SEO, SEM, and eShop). A monthly service fee, based on the contracted amount, will follow for subsequent months.

3.2.2.8 COST

MedNet offers a 5 hour developer package to create a website in a template that does not include the robust employment section that G4Health requires. To fully accommodate the requirements of the entirety of the G4Health Request for Proposal, MedNet submitted an altered price model. The bid included all G4Health price breakdown requirements and the summary is as follows:

DESCRIPTION	AMOUNT
MedNet Custom Redesigned WebSite (5 hours development time)	\$ 350.00
Additional Consulting Time for Custom Redesign (700 man hours)	\$ 68,500.00
Unlimited Page Plan	\$ 750.00
Monthly Hosting Fee	\$ 75.00
Search Engine Optimization (SEO) - Monthly Fee	\$ 275.00
Search Engine Marketing (SEM) - 30 Words - Monthly Fee	\$ 500.00
eShop - Monthly Fee	\$ 50.00
	SUBTOTAL \$ 70,500.00
	TAX RATE 8.00%
	SALES TAX \$ 5,640.00
10% Discount	OTHER \$ 7,614.00
	TOTAL \$ 68,526.00

The full initial invoice is available in Appendix B.

3.2.2.9 TECHNICAL/SOFTWARE INFORMATION

MedNet servers all operate on the Windows Server 2008 R1 Operating System. Their diagram outlined a dual layer firewall, load balancing server, redundant web server, SAN, and disk back up. All servers run on an uninterrupted power supply (UPS) and have multiple built-in failover points. The site will be written with HTML, FLASH™, and VB.Net technologies. All standard web protocols will also be supported. The primary database in use is MySQL with others on Oracle.

3.2.2.10 RESERVATION OF RIGHTS

MedNet accepted the G4Health requirement to negotiation mutually acceptable project-related conditions, including costs.

3.2.2.11 OWNERSHIP

MedNet will provide G4Health with the complete ability to manage content and design of all aspects of the web-site except for the hosting options. This will be solely the responsible of MedNet Technologies.

3.2.3 MEDTOUCH

3.2.3.1 VENDOR BACKGROUND

MedTouch is a small, private company located in Houston, TX. With just 45 employees, the company boasts a hard working family culture in the organization. Founded in 2001, the company has developed expertise in web intelligence for the healthcare industry. MedTouch develops a variety of web based services such as patient centric web sites, intranets, search engine optimization and marketing, social media optimization, and online recruitment efforts.^{iv}

MedTouch reported a stable financial record over the past five years with the highest revenues occurring since the third quarter of 2008.

<i>In Millions of USD</i>	<i>60 months ending 2009-12-31</i>	
Revenue	\$	9.50
Other Revenue, total	\$	0.15
Total Revenue	\$	9.65
Cost of Revenue, Total	\$	3.46
Gross Profit	\$	6.19
Total Operating Expense	\$	2.56
Operating Income	\$	3.63
Income Before Tax	\$	3.52
Income After Tax	\$	3.44

3.2.3.2 VENDOR REFERENCES

MedTouch provided two vendor references that are hosted hospital sites and have similar services implemented from MedTouch. MedTouch also developed the sites.

Reference	Location	Type	Site Package	Hosted
Brooks Health	Jacksonville, FL	Rehabilitation Hospital	Large	Yes
St. Lukes Hospital	Duluth, MN	Hospital	Large	Yes

3.2.3.3 VENDOR STAFF

MedTouch has a small team of 45 with extensive experience web development, content, and hosting in the healthcare industry. From leadership to directors, each team member brings a passion for healthcare and web technologies. From developers to graphic designers to product managers, the Information Technology staff is full of senior level engineers. The hosting division employees all hold industry certifications and work cohesively with support.

3.2.3.4 FORMAT OF WEB DESIGN

MedTouch developers are focused on learning emerging technologies and implementing them with proven stability. In all offered products MedTouch uses top development tools like Adobe, Visual Studio, and FLASH™ Animation. MedTouch also uses several proprietary tools such as Content Bridge for Content Management. These tools will be utilized when developing the G4Health Web Site.^v

3.2.3.5 SAMPLE HOME PAGE

MedTouch submitted a full sample homepage and live protosite with their bid. The committee members rated the prototype a 4.7 out of 5. Please see Appendix A for full details of the remarks from the committee.

3.2.3.6 PROJECT SCHEDULE

MedTouch promised a 10 week project completion timeline with a proven record for meeting the goal. They boast the ability to complete the project with minimal input from G4Health, though contrary to the desired development and implementation process as outlined in the Request for Proposal.

Week Number	Deliverables/Tasks	MedTouch Resource	G4Health Resource
Week 1: April 1-2, 2010	<ul style="list-style-type: none"> Definition of Final Requirements Vision Document 	Project Manager Art Director	CIO CMO VP of Marketing Program Manager Project Manager HR Manager
Week 2: April 5-9	<ul style="list-style-type: none"> Site Map Information Architecture Wireframes Migration Plan from existing site 	Project Manager Architect Developer	Project Manager VP of Marketing HR Manager Informatics Manager Web Specialist Technical Manager
Week 3: April 12 – 16	<ul style="list-style-type: none"> Begin UI Design Signoff on UI Design Stylesheets (CSS 2.0 Compliant) 	Project Manager UI Design Graphics Developer	Project Manager Web Specialist Technical Manager Informatics Manager
Week 4: April 19 – 23	<ul style="list-style-type: none"> Build Directory Site wide search and calendar Migrate Content 	Project Manager UI Design Graphics Developer Content Management	Project Manager Web Specialist
Week 5: April 26 – 30	<ul style="list-style-type: none"> Mid project sign off Protosite Employment Site Server Migration Plan 	Project Manager UI Design Graphics Developer Content Management	CIO CMO Program Manager Project Manager VP of Marketing HR Manager Web Specialist Technical Manager

Week 6: May 3 – 7	<ul style="list-style-type: none"> • Site Development • Support Plan 	Project Manager Developer Hosting Engineer	Project Manager VP of Marketing Web Specialist
Week 7: May 10 – 14	<ul style="list-style-type: none"> • Beta site • Acceptance Testing • Content Freeze 	Project Manager Developer Content Developer	Project Manager Web Specialist Department Managers
Week 8: May 17 – 21	<ul style="list-style-type: none"> • Migrate to Server • Full testing 	Project Manager Quality Engineer	Project Manager Technical Manager QA Specialist Web Specialist Department Managers
Week 9: May 24 – May 28	<ul style="list-style-type: none"> • Finalize Testing • Make Necessary Modifications • C level sign off 	Project Manager Quality Analyst Information Technology Developer	CIO CMO VP of Marketing Program Manager Project Manager QA Specialist Web Specialist Department Managers
Week 10: June 7 – 11	<ul style="list-style-type: none"> • Final Acceptance Testing • Launch 	Project Manager Quality Analyst Information Technology	Program Manager Project Manager Department Managers Web Specialist

3.2.3.7 INVOICING PROCESS

MedTouch will initially bill G4Health for all development work as included in the bid. Hosting fees are charged weekly and will be billed quarterly to G4Health.

3.2.3.8 COST

MedTouch provided an aggressive price analysis for the 10 week development cycle. Different team members are billed at different rates based on experience and that is included, and locked, in the price presented in the bid. Services can be added or removed from the bid and the price will be adjusted accordingly.

DESCRIPTION	AMOUNT
MedTouch Custom Redesigned WebSite (10 Week Fast Track)	\$ 125,000.00
Add On: Employment Site	\$ 75,000.00
Add On: Additional Content (See Bid)	\$ 15,000.00
Add On: Social Media	\$ 30,000.00
Weekly Hosting Fee (x 2 weeks)	\$ 30.00
Search Engine Optimization (SEO) - Weekly Fee (x 2 weeks)	\$ 150.00
Search Engine Marketing (SEM) - 50 Words - Weekly Fee (x 2 weeks)	\$ 230.00
SUBTOTAL	\$ 245,410.00

	TAX RATE	8.00%
	SALES TAX	\$ 19,632.80
15% Discount	OTHER	\$ 39,756.42
	TOTAL	\$ 225,286.38

The full invoice can be seen in Appendix B.

3.2.3.9 TECHNICAL/SOFTWARE INFORMATION

MedTouch servers all operate on the Windows Server 2008 R2 Operating System in a fully virtualized environment. They employ a dual layer firewall, a proven load balancing server, a redundant web server, SAN, and fully guaranteed disk back up. All servers run on an uninterrupted power supply (UPS) and have multiple built-in failover points. The site will be written with HTML, FLASH™, and .Net technologies. All standard web protocols are supported. The primary database in use is Microsoft SQLServer.

3.2.3.10 RESERVATION OF RIGHTS

MedTouch accepted the G4Health requirement to negotiation mutually acceptable project-related conditions, including costs.

3.2.3.11 OWNERSHIP

MedTouch will provide G4Health with the complete ability to manage content and design of all aspects of the web-site except for the hosting options. This will be solely the responsible of the Hosting Division of MedTouch.

3.2.4 SCORPION HEALTHCARE

3.2.4.1 VENDOR BACKGROUND

Scorpion Healthcare is a midsize company with 250 employees staffed in their Valencia, CA and Nashville, TN offices. A private company founded in the early 2000s, Scorpion Healthcare is in the business of healthcare web technologies and hosting services. Services offered include Hospital Website Design, Pay-Per-Click Marketing, Search Engine Optimization, Website & Application Hosting, Marketing & Branding Services, and Content Writing. Products include Website Content Management System & Marketing Platform, Patient Portal, Online Gift Shop, Employment Manager, Events Manager, Physician Mini-Sites, Doctor Blogs, and e-Newsletter Manager.

Scorpion Healthcare has had a strong financial presence for the past four years. 2005 results were not as profitable and they highlight their rebound and continued growth and success.

<i>In Millions of USD</i>	<i>60 months ending 2009-12-31</i>	
<i>Revenue</i>	\$	45.00
<i>Other Revenue, total</i>	\$	-
<i>Total Revenue</i>	\$	45.00
<i>Cost of Revenue, Total</i>	\$	21.45
<i>Gross Profit</i>	\$	23.55
<i>Total Operating Expense</i>	\$	13.00
<i>Operating Income</i>	\$	10.55
<i>Income Before Tax</i>	\$	9.85
<i>Income After Tax</i>	\$	9.33

3.2.4.2 VENDOR REFERENCES

Scorpion Healthcare has an abundance of references available to the G4Health Selection Committee. They submitted four primary references for immediate consideration, all Hospital clients who employ the hosting services of the company.

Reference	Location	Type	Site Package	Hosted
St. Joseph Hospital Affiliated Physicians	Orange, CA	Hospital Physician Group	Large	Yes
Campbell County Memorial Hospital	Gillette, WY	Hospital	Large	Yes
Citrus Valley Health Partners	San Gabriel Valley, CA	Hospital Network	Large	Yes
Flagler Hospital	St. Augustine, FL	Hospital	Large	Yes

3.2.4.3 VENDOR STAFF

Scorpion Healthcare's size allows for several levels of staff, from entry level to principal, for all facets of the deliverable software and services. The team is experienced in healthcare web technologies and is led by an established, reputable leadership team. The assigned staff for the G4Health project includes a senior project manager, a director from the information technology and hosting teams, two midlevel developers and one senior, a senior and junior level UI designer, and a mid-level content manager.

3.2.4.4 FORMAT OF WEB DESIGN

Scorpion Healthcare's team is focused on learning emerging technologies and implementing them with proven stability. The Scorpion team has experience with .Net 2.0 and 3.0 development environments, SQL Server 2005 and 2008, and FLASHTM. Scorpion's proprietary software solutions will also be utilized on the G4Health project.^{vi}

3.2.4.5 SAMPLE HOME PAGE

Scorpion Healthcare provided a fully navigational protosite with consistent G4Health branding. The committee members rated the prototype a 4.9 out of 5. Please see Appendix A for full details of the remarks from the committee.

3.2.4.6 PROJECT SCHEDULE

Scorpion Healthcare proposed an 11 week project completion timeline with an additional week added to post-launch to research integration into G4Health’s EPIC and Eclipsys EHR environments. Since this is for hope of be selected to develop the patient portal, this week will not be charged to G4Health. Scorpion Healthcare’s standard process is for multiple signoffs by G4Health Staff throughout the implementation.

Week Number	Deliverables/Tasks	MedTouch Resource	G4Health Resource
Week 1: April 1-2, 2010	<ul style="list-style-type: none"> • Definition of Final Requirements • Vision Document • Formal Project Plan 	Project Manager Art Director	CIO CMO VP of Marketing HR Manager Program Manager Project Manager
Week 2: April 5-9	<ul style="list-style-type: none"> • Site Map • Information Architecture • Wireframes • Migration Plan from existing site • New Content Overview 	Project Manager Architect Developer	VP of Marketing Project Manager HR Manager Informatics Manager Web Specialist Technical Manager
Week 3: April 12 – 16	<ul style="list-style-type: none"> • Begin UI Design • Signoff on UI Design • UI Framework Development 	Project Manager UI Design Graphics Developer	Project Manager Web Specialist Technical Specialist
Week 4: April 19 – 23	<ul style="list-style-type: none"> • Formalize provider directory • Identify sub-sites • Migrate Content 	Project Manager UI Design Graphics Developer Content Management	Project Manager VP of Marketing HR Manager Web Specialist Technical Manager
Week 5: April 26 – 30	<ul style="list-style-type: none"> • Mid project sign off • Protosite • Employment Site • Server Migration Plan 	Project Manager UI Design Graphics Developer Content Management	CIO CMO VP of Marketing Program Manager Project Manager HR Manager Web Specialist Technical Manager
Week 6: May 3 – 7	<ul style="list-style-type: none"> • Site Development • Employment Site Development • Support Plan 	Project Manager Developer Hosting Engineer	Project Manager Web Specialist VP of Marketing HR Manager Informatics Manager
Week 7: May 10 – 14	<ul style="list-style-type: none"> • Beta site • Acceptance Testing 	Project Manager Developer Content Developer	Project Manager Web Specialist QA Specialist Department Managers
Week 8: May 17 – 21	<ul style="list-style-type: none"> • Migrate to Server • Full testing • Content Freeze 	Project Manager Quality Engineer	Project Manager Technical Manager Web Specialist Department Managers
Week 9: May	<ul style="list-style-type: none"> • Finalize Testing 	Project Manager	Project Manager

24 – May28	<ul style="list-style-type: none"> Address defects and required changes 	Quality Analyst Information Technology Developer	QA Specialist Web Specialist Department Managers
Week 10: June 7 – 11	<ul style="list-style-type: none"> Final Acceptance Testing C Level Sign Off Launch 	Project Manager Quality Analyst Information Technology	CIO CMO VP of Marketing Program Manager Project Manager QA Specialist Web Specialist Department Managers
Week 11: June 14 – 18	<ul style="list-style-type: none"> Portal Development Research Portal Development Discussion and Quote 	Portal Project Manager VP of Sales VP of Integration Services	CIO CMO VP of Marketing

3.2.4.7 INVOICING PROCESS

Scorpion Healthcare will bill G4Health for the project development and implementation at the end of the successful completion of the project. All hosted fees will be billed annually from one year after a successful go-live.

3.2.4.8 COST

MedTouch provided an aggressive price analysis for the 10 week development cycle. Different team members are billed at different rates based on experience and that is included, and locked, in the price presented in the bid. Services can be added or removed from the bid and the price will be adjusted accordingly.

DESCRIPTION	AMOUNT
Scorpion Healthcare Website Development Service	\$ 185,000.00
Add On: Employment Manager	\$ 35,000.00
Add On: Events Manager	\$ 5,000.00
Add On: Physician Mini-Sites (30 sites)	\$ 30,000.00
Add On: Doctor Blogs and Newsletters	\$ 11,500.00
Search Engine Optimization (SEO) - Large City Annual Fee	\$ 3,500.00
Search Engine Marketing (SEM) - 50 Words - Annual Fee	\$ 5,000.00
	SUBTOTAL \$ 275,000.00
	TAX RATE 8.00%
	SALES TAX \$ 22,000.00
12% Discount	OTHER \$ 35,640.00
	TOTAL \$ 261,360.00

The full invoice can be seen in Appendix B.

3.2.4.9 TECHNICAL/SOFTWARE INFORMATION

Scorpion Healthcare development services and software offerings all operate on the following technologies: FLASH, .Net 2.0 and 3.0, JavaScript, PHP, SQLSever 2005 and 2008, and AJAX. SOA principles are implemented where possible and the team is embarking on Apple iPhone/iPad applications as well. The hosted servers are all blades with complete failover, replication, dual firewalls and guaranteed HIPAA compliance.

3.2.4.10 RESERVATION OF RIGHTS

Scorpion Healthcare accepted the G4Health requirement to negotiation mutually acceptable project-related conditions, including costs.

3.2.4.11 OWNERSHIP

Scorpion Healthcare will provide G4Health with the complete ability to manage content and design of all aspects of the web-site except for the hosting options ONLY after completion of a two week training class, at an additional fee of \$12,500. Hosting will be solely the responsible of the Hosting Division of MedTouch.

4 VENDOR SELECTION

After careful consideration and a thorough analysis of the shortlisted vendors, the G4Health Selection Committee has selected Scorpion Healthcare as the vendor of choice for the Web Site redesign process.

4.1 SCORPION HEALTHCARE: BENEFITS

The selection committee found several facets of the Scorpion Healthcare bid, and the overall company, to be fitting for this project. Aside from the comments and ratings already discussed in section 3.2.3 and Appendix B, the selection committee found additional benefits for utilizing the abundance of services that Scorpion Healthcare offers.

1. **References.** Members of the selection committee contacted all four of the references provided by Scorpion Healthcare. Flagler Hospital, Citrus Valley Health Partners, and Campbell County Memorial Hospital all had rave reviews about the service, professionalism, timeliness, and quality of work. Flagler Hospital reported sporadic downtime but stated that Scorpion was in touch with the Flagler IT department within 3 minutes of the issue. When asked about average downtime, the Flagler CIO stated that the longest measured downtime was 4 minutes and 15 seconds but the average time is less than 52 seconds. St. Joseph Community was the only customer that reported less than ideal results though they did state that the relationship has improved over the past year. There was some dissension between the Scorpion sales team and the St. Joseph Hospital Affiliated Physician Group's lead technologist about implementation practices. Based on the more recent and more distributed responses, the selection committee heard the St. Joseph concerns but valued the references from Flagler Hospital, Citrus Valley Health Partners and Campbell County Memorial Hospital as being more credible.

2. ***Inclusion of Services.*** Scorpion Healthcare provided the most comprehensive bid of those on the shortlist. When asked to visit G4Health for the presentation, the Scorpion team prepared a much deeper approach to the Request for Proposal and elaborated on technical and usability details that truly demonstrated the organization's desire to be hired for the project. The bid team really focused on each requirement and brought a list of questions to the onsite presentation to further their understanding of G4Health's needs.
3. ***Corporate Culture.*** The team that presented to the G4Health Selection Committee was an energetic, intelligent group with an impressive dynamic between them. When asked about the corporate culture, the team explained that Scorpion fosters and encourages creativity, collaboration, and growth. The organization rewards employees and offers excellent benefits and job perks. The passion that the team had when discussing their jobs and employer made the selection committee excited about the prospect with working with such talent.
4. ***Client Types.*** The G4Health Selection Committee researched other Scorpion Healthcare customers that were not presented as references. The committee found that Scorpion has the most experience, out of the shortlisted vendors, with large hospitals in a highly competitive market. This made the committee more confident in the company's ability to understand the hospital web site dynamics and deliver the features and quality that is desired.
5. ***Patient Portal.*** Scorpion Healthcare has a proven track record in the industry with developing patient portals. While this technology is not in this phase of the project, the selection committee was comfortable with Scorpion's ability to understand the integration needs and focus on this during the implementation of the new web site.

4.2 SCORPION HEALTHCARE: RISKS

While there are an abundance of benefits for entering contract negotiations with Scorpion Healthcare, the G4Health Selection Committee identified some risks to be cognizant of and address during the next phase.

1. ***Depth of Hosting Knowledge.*** The team that delivered the presentation to the G4Health Selection Committee was not well versed in areas of server configuration, failover, redundancy and firewalls. While the bid contained highly detailed technological requirements, the presenters were unable to answer some of the more complicated questions from the G4Health IT staff. The presenting team did, however, take the questions and concerns to the principal hosting service employee at Scorpion Healthcare and committed to addressing them all within one week.
2. ***Portal and EMR Integration.*** While this point is excluded from the scope of the project, the G4Health Selection Committee was concerned at Scorpion's ability to integrate the patient portal into the Epic and Eclipsys EMR systems. Since Scorpion showed eagerness to provide a thorough interface into the portal from the newly designed web site, the G4Health Selection Committee must track this risk throughout phase one of this project to help identify if Scorpion will be a contender for phase two, or the Patient Portal.

4.3 THE DISMISSAL OF MEDNET TECHNOLOGIES AND MEDTOUCH

While MedNet Technologies and MedTouch both had enough qualifications to make it on the G4Health Vendor short list, both had some overall risks that discouraged the G4Health Selection Committee from selecting either vendor for the project.

4.3.1 DISMISSAL OF MEDNET TECHNOLOGIES

The following factors prevented MedNet Technologies from being selected by the G4Health Selection Committee.

1. **MySQL Database.** The IT staff at G4Health has several concerns with the web site being built on MySQL. While Oracle is also offered, the cost is much higher and MedNet showed hesitancy in providing the database on the Oracle platform. This hesitancy made the IT members on the selection committee unconfident on the technical abilities of the MedNet staff.
2. **Employment Section.** The MedNet team did not demonstrate the technological ability or market understanding of implementing a robust portal for employment at G4Health.
3. **Overall Presentation.** The presentation delivered to the G4Health Selection Committee lacked passion and a good flow. The lack of attention to detail was a deterrent to the committee.
4. **Referral Sites.** Most of the referral sites, and those researched independently by members of the selection committee, were very templated and lacked creativity, distinction, and robustness.

4.3.2 DISMISSAL OF MEDTOUCH

MedTouch was the second best option for G4Health. The following concerns prevented MedTouch from being selected as the vendor of choice.

1. **Training for Ownership.** MedTouch was not eager to train G4Health on content management and overall site responsibilities, even if for a fee. While they agreed to provide G4Health ownership rights, they did not want to help create a successful transition or support any issues that arose.
2. **Referrals.** The referrals for MedTouch were very good and all customers. All of the customers had completely positive feedback on MedTouch, though the scale of these projects was smaller. G4Health Selection Committee would have liked a glimpse into how MedTouch handles issues that arise during the project and post implementation.
3. **Feedback.** The members of the G4Health Selection Committee felt that MedTouch was not open to feedback and changes in approach offered by G4Health. The presenters for MedTouch seemed to hear, but not listen to, comments surrounding the design and project implementation presented by selection

committee. This left committee members feeling unsure of MedTouch’s dedication to providing the quality deliverables that G4Health requires.

5 BUDGET ESTIMATES

The initial budget projected for the development, hosting and implementation of the G4Health web site was \$300,000 for all project inclusions as outlined in the Statement of Work and Request for Proposal. After selecting Scorpion Healthcare for the development of the site, below is an estimated budget analysis of the planned versus projected actual costs of the entire project. It must be noted that the vendor negotiations are not yet complete so this information is subject to change.

Development	Estimated	Actual
Content Migration	\$4,100.00	\$3,000.00
Main Site	\$254,500.00	\$182,000.00
Employment Manager		\$35,000.00
Add'l Add Ons		\$46,500.00
Total	\$258,600.00	\$266,500.00

Hosting	Estimated	Actual
Annual Costs	\$50,000.00	\$15,000.00
Other Handover Costs	\$1,000.00	\$2,300.00
Total	\$51,000.00	\$17,300.00

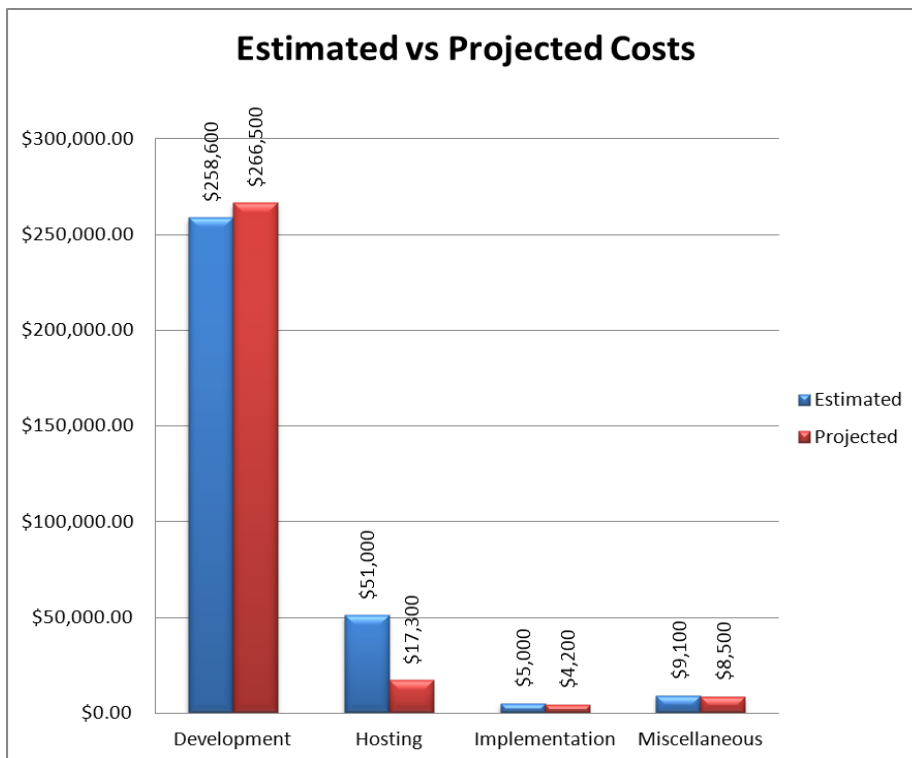
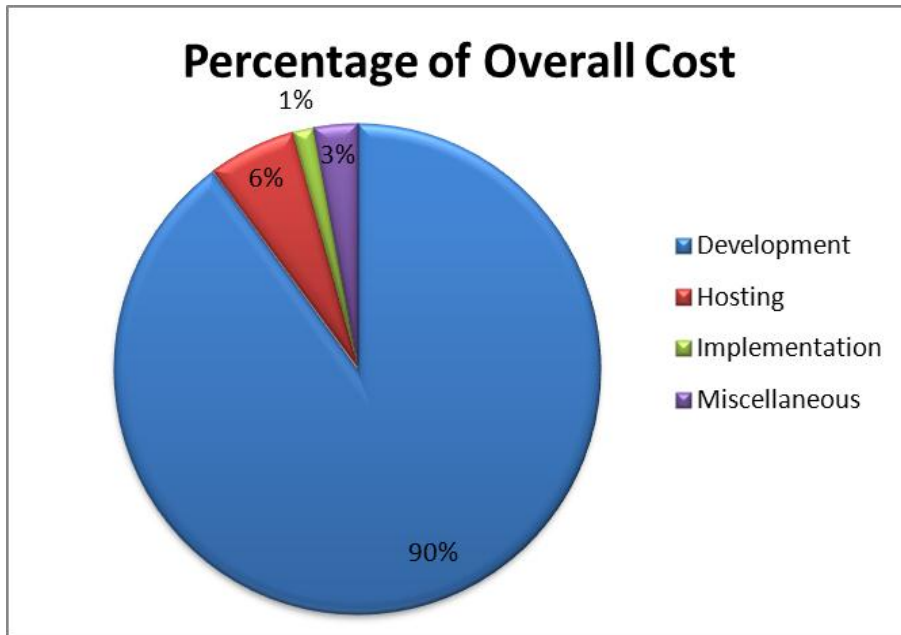
Implementation	Estimated	Actual
Training	\$5,000.00	\$4,200.00
Total	\$5,000.00	\$4,200.00

Miscellaneous	Estimated	Actual
SEO	\$4,100.00	\$3,500.00
SEM	\$5,000.00	\$5,000.00
Total	\$9,100.00	\$8,500.00

Discount	Estimated	Actual
Offered Discount	10%	18%
Total	10%	18%

Total Expenses	Estimated	Actual
Subtotal	\$ 323,700.00	\$ 296,500.00
Plus 8% Tax	\$ 349,596.00	\$ 320,220.00
Less Discount	\$ 34,959.60	\$ 57,639.60
	\$ 314,636.40	\$ 262,580.40

The following graphs illustrate the percent of the costs based on the actual costs as proposed by Scorpion Healthcare and the analysis of estimated versus actual costs.



6 ACCEPTANCE TESTING

6.1 INTRODUCTION

Acceptance Testing is a standard operation procedure done by G4 Health for all of their Information Technology projects. Acceptance testing ensures that any new or upgraded systems meets the business requirements of the end-users and suits their operational and business procedures. Sign-off by G4 Health signifies that the requirements have been met and agreement on how any outstanding issues will be addressed. By undertaking careful and comprehensive Acceptance Testing, G4 Health experiences the following benefits: viii

- Delivery of a system that has the desired functionality, supporting existing, changed, and new business processes
- Clearly defined limitations on scope and consequently, budget and development timeframe
- Enhanced credibility of the system
- Greater end-user confidence in the system and a greater sense of ownership through their involvement in testing
- A well-defined conclusion to a project when all stakeholders can review the project, celebrate it's success, and reflect on the valuable experienced gained from the project management process.
- Less risk of disruption to normal work activities through system failure

6.2 ACCEPTANCE PROCESS

Acceptance Testing is a key process in validating the web enhancement project. Below is the process we will follow to obtain acceptance: ^{ix}

1. Acceptance Testing participants were determined early in the project and consists of those who were involved in the requirements gathering.
2. Invitations for Acceptance Testing were sent to the participants one month ahead time to ensure full participation
3. Acceptance Testing training will take place prior to the participants testing the system.
4. Participants will execute all of tests in the Acceptance Testing Matrix and either accept or reject the results. Participants are encouraged to include comments on the individual tests, as well as on all facets of the Acceptance Testing process.
5. Issues and defects identified during Acceptance Testing will logged in the Defect Log in Appendix D
6. All tests identified as "Critical" in section 6.3 Acceptance Criteria that are rejected, must be entered into the Issues/Defect Report (Appendix B) and be retested until the tester deems it 'Acceptable'.

6.3 ACCEPTANCE CRITERIA

Below are the acceptance tests that G4 Health has deemed critical to meeting the project requirements determined in the Statement of Work. All of the below must be marked as "Accepted" in the Acceptance Criteria Test Matrix (see Appendix E) in order to demonstrate to G4 Health that the project requirements have been met. ^{vii}

Functional Testing Area

- F3 . Website compatible with Internet Explorer 6.0 +, Firefox 2.0 +, Safari and Google Chrome
- F4. Resume in pdf and ms-word 97+ format can be uploaded
- F6. Current page is not refreshed automatically
- F8 Content is accessible without images
- F15. Site has a functioning search tool
- F20. Site allows URL's to work without "www"
- F23. Do not convey information with color alone

Performance Testing Area

- P1. Pages load in less than 3 seconds
- P2. Over 500 concurrent user with 0 wait time
- P6. Compression is enabled to automatically reduce the size of text downloads

Reliability

- R1. Successful failover to backup server
- R2. Success failover to backup server
- R3. Website ran on backup power supply after a staged power outage.

APPENDICES

APPENDIX A: PROTOTYPE GRADING



Vendor Prototype Compiled
Analysis

	First Impression	Navigation	Features	Overall Design	Usability	Marketability	Inclusiveness	Average Score	Comments
MedNet	4	4	3	4	4	3.5	3	3.6	The majority of the team felt the overall prototype was impressive. Most felt the true marketability of the implementation was not as impressive as had hoped. Everyone agreed that the employment section was not nearly as advanced as had hoped.
MedTouch	5	5	4.5	4.5	4.5	4.5	5	4.7	The MedTouch site was robust and clean at first impression. All key features required by G4Health were covered, and with depth. The piece that set it apart from others was the Employment section.
Scorpion Healthcare	5	4.75	5	4.5	5	5	5	4.9	Scorpion Healthcare's Protosite and sample home page received rave reviews. One member was concerned about the navigation impact of nested menus on the homepage yet rated the usability as a 5. The team was also impressed with the attention to detail and the fully functioning protosite with G4Health branding.

Grading Scale	
1	Poor
2	Fair
3	Good
4	Great
5	Excellent

APPENDIX B: INVOICES

MEDNET

INVOICE



1975 Linden Boulevard
 Elmont, NY 11003-4004
 Phone: 516.285.2200
 Fax: 516.285.2299

DATE: April 1, 2010
INVOICE # G4H001
FOR: Hosting Services
BILL TO: G4Health
 A/P Department
 1234 Group 4 Street
 Los Angeles, CA 90005
 Phone: (312) 555-1212

DESCRIPTION	AMOUNT
MedNet Custom Redesigned WebSite (5 hours development time)	\$ 350.00
Additional Consulting Time for Custom Redesign (700 man hours)	\$ 68,500.00
Unlimited Page Plan	\$ 750.00
Monthly Hosting Fee	\$ 75.00
Search Engine Optimization (SEO) - Monthly Fee	\$ 275.00
Search Engine Marketing (SEM) - 30 Words - Monthly Fee	\$ 500.00
eShop - Monthly Fee	\$ 50.00
	SUBTOTAL \$ 70,500.00
	TAX RATE 8.00%
	SALES TAX \$ 5,640.00
10% Discount	OTHER \$ 7,614.00
	TOTAL \$ 68,526.00

MEDTOUCH

INVOICE



14521 Old Katy Road, Suite 240
 Houston, TX 77079
 Phone: 866.MD.TOUCH
 Fax: 281.652.5622

DATE: April 1, 2010
INVOICE # G4H001

FOR: Development and Two Week Hosting Services

BILL TO: G4Health
 A/P Department
 1234 Group 4 Street
 Los Angeles, CA 90005
 Phone: (312) 555-1212

DESCRIPTION	AMOUNT
MedTouch Custom Redesigned WebSite (10 Week Fast Track)	\$ 125,000.00
Add On: Employment Site	\$ 75,000.00
Add On: Additional Content (See Bid)	\$ 15,000.00
Add On: Social Media	\$ 30,000.00
Weekly Hosting Fee (x 2 weeks)	\$ 30.00
Search Engine Optimization (SEO) - Weekly Fee (x 2 weeks)	\$ 150.00
Search Engine Marketing (SEM) - 50 Words - Weekly Fee (x 2 weeks)	\$ 230.00
	SUBTOTAL \$ 245,410.00
	TAX RATE 8.00%
	SALES TAX \$ 19,632.80
15% Discount	OTHER \$ 39,756.42
	TOTAL \$ 225,286.38

INVOICE



April 1, 2010
G4H001

#

28470 Avenue Stanford, Suite 360
Valencia, CA
Phone: 866.763.3419
Fax: 661.752.8558

FOR: Website Development and One Year Hosting

BILL TO: G4Health
A/P Department
1234 Group 4 Street
Los Angeles, CA 90005
Phone: (312) 555-1212

DESCRIPTION	AMOUNT
Scorpion Healthcare Website Development Service	\$ 185,000.00
Add On: Employment Manager	\$ 35,000.00
Add On: Events Manager	\$ 5,000.00
Add On: Physician Mini-Sites (30 sites)	\$ 30,000.00
Add On: Doctor Blogs and Newsletters	\$ 11,500.00
Search Engine Optimization (SEO) - Large City Annual Fee	\$ 3,500.00
Search Engine Marketing (SEM) - 50 Words - Annual Fee	\$ 5,000.00
SUBTOTAL	\$ 275,000.00
TAX RATE	8.00%
SALES TAX	\$ 22,000.00
12% Discount	OTHER \$ 35,640.00
	TOTAL \$ 261,360.00

APPENDIX C: SAMPLE VENDOR CLIENT SURVEY

Vendor's Client Survey

Vendor/Software	Client

Key: (U) Unsatisfactory; (S) Satisfactory; (E) Excellent

Task Requirements	(U)	(S)	(E)	Remarks (Use additional sheet if necessary)
SELECTION / IMPLEMENTATION				
1. What website were you using prior to your current website?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2. What factors were involved in your selection decision?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3. How many different systems did you evaluate (which vendors)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4. Have you been satisfied with your decision?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5. Were you satisfied with the conversion of your website?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6. Were you satisfied with the transfer of your data?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
7. Were you satisfied with the validation process?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8. Did the vendor meet all of their commitments?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9. Would you choose this vendor and software again?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
10. What recommendations can you give to us?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
11. Do you feel that you received a good value for the price?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Task Requirements	(U)	(S)	(E)	Remarks (Use additional sheet if necessary)
WEBSITE / USE				
1. How have you implemented the website: single-site, business wide; company wide?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2. How are you using the website? Does it have a portal? Any e-commerce?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3. What areas have you been the most satisfied with?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4. What areas have you been the least satisfied with?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5. How long did it take to become comfortable with the website design and functionality?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6. How often does the website crash?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Task Requirements	(U)	(S)	(E)	Remarks (Use additional sheet if necessary)
SUPPORT/TRAINING				
1. Have you been satisfied with follow-on support?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2. Were you satisfied with the training?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3. Were you satisfied with the documentation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4. Are you satisfied with the vendor's commitment for continuous product improvement?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

CRITICAL ISSUE/DEFECT REPORT		
Tester Name:		Test Number:
Nature of Issue/Defect:		
What occurred:		
How did it occur:		
When did it occur:		
Describe how to reproduce the error:		
Date of Successful Retest:		
DEFECT LOG		
Test Number:	Tester:	Status:

Acceptance Criteria Test Matrix						
Number	Acceptance Criterion Description	Critical		Test Results		Comments
		Yes	No	Accept	Reject	
Functional Testing						
F1	Redesigned web site hosted by selected vendor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<Comments>
F2	G4 Health staff have access to the site for development and testing purposes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
F3	Website compatible with Internet Explorer 6.0 +, Firefox 2.0 +, Safari and Google Chrome	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
F4	Resume in pdf and ms-word 97+ format can be uploaded.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
F5	If resume cannot be uploaded, provide information for alternate ways to submit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
F6	Current page is not refreshed automatically	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
F7	Site is usable with image viewing turned off	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
F8	Content is accessible without images.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
F9	Content is accessible and readable after printing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
F10	Content is accessible on a Hand Held device	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
F11	Site works well in different windows	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
F12	Site has no broken links	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
F13	Site has no JavaScript errors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
F14	Site layout is stable if font size increases	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
F15	Site has a search tool	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
F16	Site has detailed metadata	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
F17	Navigation is consistent throughout the site	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
F18	Site has easy to find sitemap and contact pages	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
F19	Site has a meaningful 404 error page	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
F20	Site allows URL's to work without "www"	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
F21	Headings clearly indicate structure of the document	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
F22	All forms are accessible, text can be entered in all fields necessary and are labeled	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
F23	Do not convey information with color alone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
F24	Use contrasting foreground and background colors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
F25	All images have alternate text	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

F26	Provide full descriptions for graphs, diagrams	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
F27	Avoid flickering, blinking, and unnecessary animation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
F28	Make sure links are understandable out of context	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
F29	Site has link to the home page on every page	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Performance						
P1	Pages load in less than 3 seconds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
P2	Over 500 concurrent users with 0 wait time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
P3	Search engine results of over 100 records load in less than 5 seconds for all pages implementing a search engine,	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
P4	No page request should require more than 10 HTTP requests	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
P5	HTTP Expires Response Headers are set. This makes pages load faster	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
P6	Compression is enabled to automatically reduce the size of text downloads.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Reliability						
R1	Successful failover to backup server	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
R2	Successful failover to backup network	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
R3	Website ran on backup power supply after a stage power outage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
R4	Website passes the W3C (world wide web consortium) validation tests and complies with best practices.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Testing Participants						
Participant				Group		
Vonn, Lindsay				Project Management		
Yann, Jenny				Quality Assurance		
Wilcox, Joe				Operations		
Bech, Troy				Operations		
Taylor, Mary				Marketing		
Yang, Mai				Quality Assurance		
Rogers, Leon				Quality Assurance		
Ford, Richard				Information Technology		
Davis, Katie				Information Technology		

WORKS CITED

Setting the Stage: Planning a Web Development Project 2000

Aptivate.org *Web Design Guidelines for Low Bandwidth - Outsourcing*

Max Design *checklist.pdf*

MedNet Technologies *Medical Website Design | Web Development | Internet Marketing*

MedNet Technologies *Medical Website Management | Healthcare Web Hosting*

MedTouch *Hospital Content Management System*

Scorpion Healthcare *Scorpion Healthcare Press Releases*

State of Maine Office of Information Technology *OIT - Accessibility - Policies & Standards - Website Accessibility Policy*

Website Magazine *MedTouch LLC Profile*

ⁱ (MedNet Technologies)

ⁱⁱ (MedNet Technologies)

ⁱⁱⁱ (Goto, 2000)

^{iv} (Website Magazine)

^v (MedTouch)

^{vi} (Scorpion Healthcare)

^{vii} (State of Maine Office of Information Technology)

^{viii} (Aptivate.org)

^{ix} (Max Design)