Appendix 23

Supplier Demonstration

For contract

Nýggj talgild heilsuskipan

Date: 4. February 2026

Version: 1.0

Talgild heilsa

INSTRUCTIONS FOR COMPLETING THE APPENDIX:

The text in this section is not part of the Contract and will be removed upon conclusion thereof.

Purpose of the appendix:

The purpose of Appendix 23 is to define the framework and principles for the Supplier demonstration conducted as part of the tender evaluation process. It describes the structure, scope, and evaluation of the demonstration, which is intended to verify the usability, functionality, and compliance of the proposed Solution. The Appendix contains evaluation requirements and must therefore be complied with as part of the tender process.

Instructions for completing this appendix:

Requirements regarding Appendix 18 are listed in Appendix 3 Requirements and in sub appendices 18a-18i.

Evaluation of the response:

*The requirements regarding this Appendix will be evaluated under the sub-criterion "***Functional Quality***", cf. the Tender Terms.*

Tender Conditions Appendix XX:

It will be possible to submit improvement proposals in Tender Conditions Appendix XX *Suggestions and Improvements*. Such proposals may be discussed during the negotiation phase but will not necessarily be addressed.

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1. Introduction

The Suppliers demonstration forms an integral part of the procurement process of the new digital health system for the Faroe Islands. It is intended to provide the Client with a practical and comparable basis for assessing the proposed Solutions, with particular emphasis on usability, functionality, and fulfilment of the requirements set out in the tender material.

The Supplier demonstration shall be conducted after submission of the Supplier's material and prior to contract award. Appendix 18 defines the requirements and workflows that constitute the basis for the demonstration and the evaluation.

The demonstration forms part of the evaluation of the Supplier's response to the functional requirements and is intended to demonstrate the practical use, usability, and functionality of the proposed solution, with scoring defined in the tender terms.

This document describes the process, framework, and evaluation criteria for the demonstration to be carried out by the Supplier. The document outlines what is to be demonstrated, how the demonstration is to be conducted, the roles and responsibilities of the parties involved, and the criteria against which the demonstration will be evaluated.

The following sections of this document describe:

- The method and structure of the demonstration sessions and its timeline
- Roles and responsibilities of participants.
- Evaluation criteria and scoring principles.
- Practical arrangements.

2. Method and timeline

The tender demonstration is designed to provide the Client with a practical assessment of the proposed Solution. The demonstrations will take place over two days and will be constituted of three elements; Short general presentation of the solution, demonstration of functionalities and hands-on. As an introduction the Supplier will have the opportunity to present a general overview of their solution. Followed by a demonstration of functionalities based on the cases (cf. section 2.2. Demonstration material). Finally a separate session will be held where members of the clinical reference group will have the opportunity to navigate the system themselves and gain hands-on experience through practical use. For the hands-on part of the demonstration, the Supplier shall be prepared to support the clinical reference groups, with a particular focus on workflows and cross-sector transitions.

2.1. Demonstration period:

August 17 – 27 2026

Specific dates will be agreed upon with the Client in coordination with the prequalified suppliers.

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2.2. Demonstration material

In the sub-appendices to Appendix 18, seven patient and/or citizen cases and one generic medication case are provided, illustrating the general clinical requirements for the Solution.

These clinical requirements are expressed in a large number of statements, which the Supplier responds to in writing as part of the submitted tender.

In connection with the requirement to demonstrate the cases in August, it has been assessed that the number of statements is considered too extensive to be realistically covered within the allocated timeframe. Furthermore, there is a degree of duplication of functionalities both within individual cases and across different personas.

Consequently, the demonstration will not be based on the statements highlighted in bold within the eight cases. Instead, these statements have been consolidated into an overview, as set out in Sub-appendix 23A *case demonstration*.

All statements previously highlighted in bold have been consolidated into themes (1–5) and capability areas (K-01 to K-16). Based on these capability areas, the statements have been further specified into functional cores, each supported by a short-written description of what should be demonstrated.

The following provides brief guidance on how to read Sub-appendix 23A *case demonstration* and outlines the scope of what is to be demonstrated.

Sub-appendix 23A *case demonstration* provides an overview of how the statements from the cases have been consolidated. The tabs are structured according to the overarching themes: Documentation, Coordination & Communication, Patient Administration, Medication, and Requisitions & Results.

As illustrated in figure 1 below, these themes are further divided into capability areas (e.g. capability K-01 Clinical record-keeping). Within each capability area, the statements (column F) are organized into functional cores (column E), accompanied by a description of how each functional core is to be demonstrated (column N).

Accordingly, it is the content of column N (For demo) under each theme that shall form the basis of the demonstrations in August.

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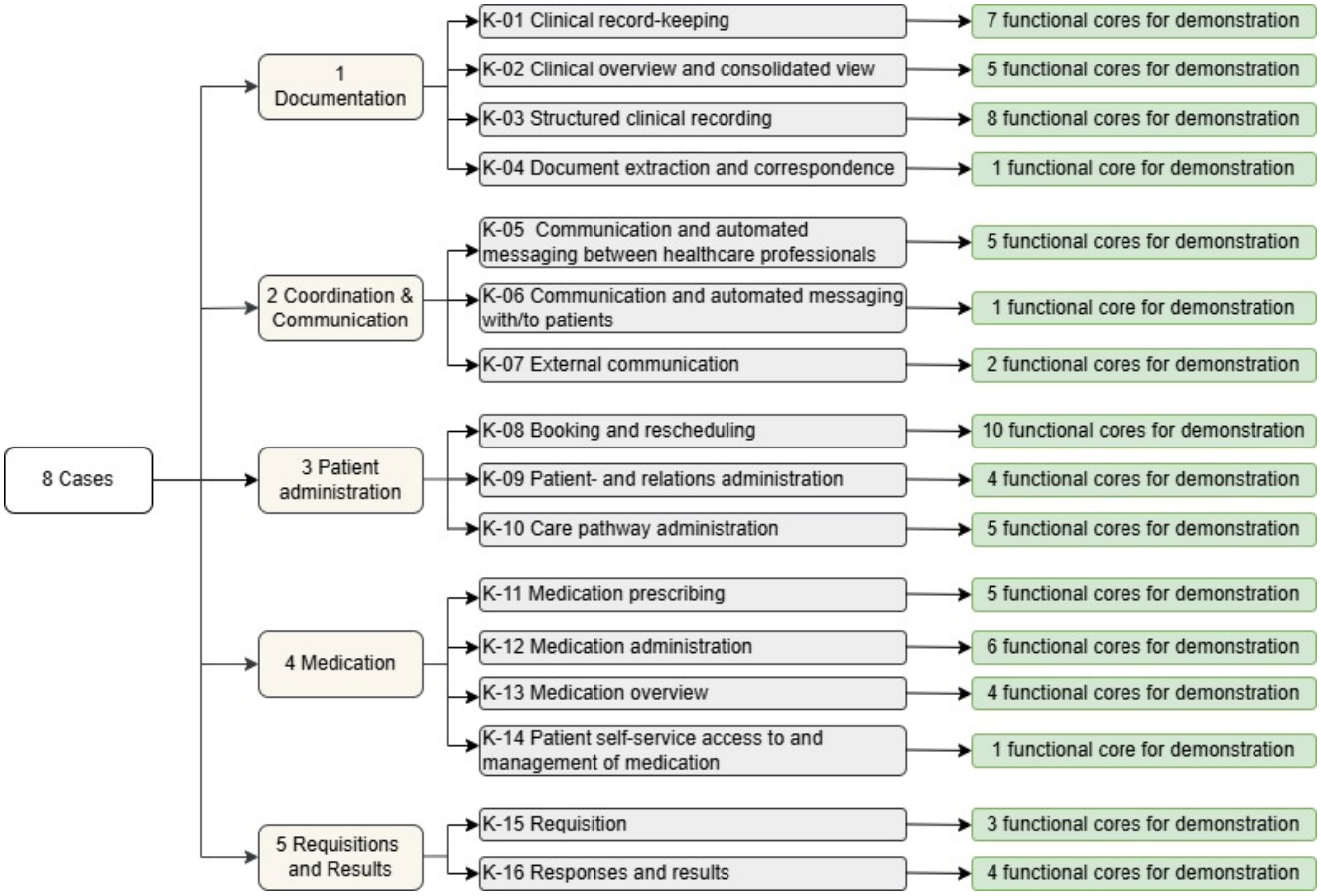

Figure 1: Overview of consolidated statements, from case to themes to capability area to functional core to demonstration

3. Participation

3.1. Participants from the Client

The following roles will be present during the tender demonstration:

- **Project Manager** – responsible for overall coordination and time management.
- **Procurement Group Members** – oversee compliance with tender conditions.
- **Clinical Reference Group Representatives**, including:
    - Hospital staff (physicians, nurses and others)
    - General practitioners
    - Primary care staff
    - Health visitors (sundhedsplejersker)
    - Pharmacy employees
    - Nursing home staff
    - Other relevant health professionals

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- **Technical Reference Group Representatives**, including:
    - Application administrators
- **Advisors** – supporting evaluation and documentation.

3.2. Participants from the Supplier

- **Lead Presenter** – responsible for conducting the demonstration.
- **Technical Support Staff** – ensures the solution runs smoothly during sessions.
- **Subject matter experts** – available to answer functional questions.

The roles described above are indicative only. Not all roles are required to be represented by separate individuals, and one person may cover multiple roles during the demonstration.

3.3. Responsibilities

- The Client ensures that the allocated time and formal requirements are observed.
- The Supplier is responsible for:
    - Preparing and delivering the demonstration
    - Providing necessary equipment (PCs, handheld devices) and preconfigured software.

4. Evaluation

4.1. Weighting

The tender demonstration accounts for one third (1/3) of the overall evaluation related to clinical functional aspects.

4.2. General principles

- Equal treatment and transparency will be ensured by applying the same evaluation approach and criteria to all Suppliers
- No elements may be presented during the demonstration unless they are included in the first round of submitted tender material or are planned to be included in the second round of the submitted tender material.

4.3. Demonstration scope and evaluation approach

Demonstrating the Solutions ability to perform tasks across sectors, as described in the workflows in appendix 18, will be positivly weighted.

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However, to ensure comparability while allowing flexibility, the evaluation is **not** only based on strict adherence to predefined workflows. Instead, the demonstration should clearly show how the proposed solution supports the following domains:

- Clinical documentation and overview for the various healthprofessionals
- Coordination and communication between organisational units, specialties and sectors
- Booking and patient administration both in a unit and between units, supporting efficient use of resources
- Requisitioning and results providing examples of how integrations are intended to function
- Medication management focusing on patient safety especially in hand-over between sectors

Coherent, efficient work processes, where the health professional can keep overview will be positively weighted. The Solution shall be able to serve as the main clinical work tool for all clinical professionals no matter specialty, organisation or sector.

4.4. Usability

Emphasis is placed on a high degree of usability, expressed by the following factors, that weights positivily:

- **Information overview**
  - It is positively weighted that the user can compile the information required for a task to be completed accurately and completely
- **Workflow efficiency**
  - A workflow can be completed with few actions
  - Positive weight if patient and user journeys require few clicks/entries
- **Logical sequence**
  - Actions shall follow a logical order in relation to clinical process support
  - Navigation shall be intuitive, simple, and easy
  - Buttons and functions are self-explanatory and operate consistently across the Solution
- **Interaction flexibility**
  - Workflows can be completed using both mouse clicks and keyboard shortcuts
  - Positive weight if users can choose the method they find most suitable
- **Consistency**
  - Keys, buttons, and shortcuts behave uniformly across all workflows
  - In case coloring are used as functionality indicator it have be in a uniform way
- **Logical naming**
  - Functionalities, buttons, and tabs have clear, logical names or labels
- **Screen design**
  - Screens contain relevant information without clutter
  - Ability to edit screen content is positively weighted
  - It shal be possible to exclude irrelevant warnings

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- **Mobile capability**
  - Positive weight if scenarios can be carried out on mobile devices to a relevant extent.
  - Mobile solution should be intuitive and user-friendly, with logical placement of functions.
- **Easy to learn**
  - Positive weight if the system is easy to learn
  - Positive weight if the system provides on-sight learning support like mouse-over

5. Practical arrangements

The demonstration will be conducted at the premises of the Client in Tórshavn, Faroe Islands. The following arrangements apply:

5.1. Venue and Equipment

- The Client will provide:
  - Meeting room with projector and large screen
  - Internet access
- The Supplier shall bring:
  - PC (four) and/or handheld devices with the Solution preconfigured
  - Any additional equipment required for the demonstration

5.2. Preparation

- The Supplier will have access to the demonstration rooms the day befor from midd day and 60 minutes prior to the start of the first session to set up and test equipment
- Demonstrations will be video-recorded for documentation purposes

5.3. Languages

- Demonstrations may be conducted in Faroese, Danish, or English
- Solution interfaces may be displayed in Faroese, Danish, or English

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