**RFP Usability Testing**

# Why we test usability during RFPs

Usability testing of finalists’ products is a part of the University’s evaluation of software solutions during a RFP. We recruit users from the audience(s) that the solution will serve in our organization.

The purpose of this testing is fourfold:

1. To determine where the University of Minnesota needs to focus limited training and support resources
2. To determine where conﬁguration will be most necessary in the solution
3. To identify blatant accessibility issues and bring them to the attention of the selection team and the supplier
4. To determine the intuitiveness of the interface in the hands of our users and inform ﬁnalists of areas where their product could be improved

Testers will not be trained on any of the ﬁnalist solutions, so no supplier will have an advantage or disadvantage. Testers will be recruited from an audience that would use the product. Test scenarios will include tasks like those provided to ﬁnalists for their demonstration sessions. The test/demonstration instance used in those demonstration sessions should be equipped to do what we need in usability.

# What we need for testing

We will need:

* A URL/link to the test/demonstration instance
* Generic usernames and passwords for test accounts (generally between 8-12 accounts) with varying access levels
  + Speciﬁcs on the types of user accounts we need for usability testing will be provided after a supplier is selected as a ﬁnalist
* Access to the test/demonstration instance beginning two business days before our usability testing is scheduled to begin. Access should persist for at least three weeks from that date, possibly longer depending on the RFP.

Providing access to a test or demonstration instance of the software is a requirement, and refusal or inability to do so will result in a score of zero for the usability portion of the RFP.