

Participating Vendor Questionnaire for PRIMHD – Expo sessions planned for 18 August 2010

Vendor – Belding Computing Devices Ltd

#	General Questions	Vendor Response
1	What health IT products do you currently offer to Non Government Organisations (NGOs) such as; a Client Management System; working with an incumbent CMS?	Equip Tools(ET) practice management software. A similar package is in use at two NGOs.
2	Does your IT solution capture and record the required PRIMHD compliant information?	Yes. ET has been reporting to PRIMHD since late 2008.
3	How does your IT solution simplify NGO provider reporting to the Ministry of Health?	The package extracts supports PRIMHD reporting in a management and reporting section. The report file is made to the PRIMHD specification. Handing the file to PRIMHD is an NGO task.
4	Does your IT solution provide flexible in-house reporting options for NGO providers, including ad hoc reporting?	Yes. Formal reports can be printed to paper or PDFs and viewed on screen. Other reports are made using SQL and variables and can be exported to many formats, such as PDF, MS Word, MS Excel, HTML, MS Access, SQL, RTF, SPSS and TXT.
5	Have you previously worked with NGOs, and the Ministry of Health on PRIMHD? Are you able to demonstrate that your application combined with the NGO data-set achieves PRIMHD compliance? (Note: it is not just the application that obtains PRIMHD compliance; rather, it is the NGOs data-set that achieves compliance.)	Yes and Yes
6	How easy is it to modify your Client Management System (CMS) to ensure it meets future Ministry of Health PRIMHD requirements? (Note: The PRIMHD data-set will be reviewed every 3-5 years. As a result of the field codes used, the software may need to be	How easy? Any part of the package can be modified by the developers.

	updated to include new data fields and/or new sub-set of information.)	
7	Does your application currently include other modules which offer additional functionality to NGOs (e.g. dashboard, generates electronic TXT messages to clients, customisation of reports by users)? Explain how this could be implemented (e.g. change management, training, support etc).	<p>Yes. These include client and staff management, many reports and assessments, timesheet recording and reporting, client notes in RTF, reminders, even scheduling a pool of cars. The complete list is available on request from russell@belding.co.nz. Reports can be written by users with formats to Excel, Word, text, html, PDF files. The list of modules available is presented in an accompanying table.</p> <p>External report writers such as <i>SAP Crystal Reports</i> can be used to make reports.</p> <p>A full-features training version of ET can run side-by-side with ET. In the training version client data is scrambled and there are no consequences for making mistakes. This training version can be abandoned and a fresh version taken from the real ET.</p>
8	Some organisations have multiple agencies funding and other contract reporting requirements e.g. reporting to the District Health Board, the Ministry of Health and the Ministry of Social Development. How will your system assist the NGO to also meet these diverse reporting requirements ensuring that activities are not being double reported?	<p>Reports have been and can be custom made to suit the NGO and the funding agency. Reporting requirements are met by writing reports suited to the NGOs needs. We talk, plan, test and deliver to the NGOs reporting requirements.</p>
9	Describe the user access and administration access rights of your system (e.g. the ability for people to view only limited records, or for clients to view only their own information.)	<p>The host for this client server package is the NGO network. Each user must have a network logon. Selected users can have different permissions. The administrator logon and those designated by the administrator have all permissions. Access is tailored per NGO and by the NGO per user.</p> <p>Access to the program is managed by the NGO by registering network users in ET. Access within ET is managed by the ET Administrators. Any client can be made anonymous by giving the client an alias. At present Timesheets and Client Notes are audited and an audit trail kept. Access to client data can be segmented in several ways. Such a determination is made first in initial consultation with the NGO and changed as needed.</p>
10	Is your solution compliant with the Secure Health Network code of practice? If the NGO is the one that	<p>The NGO handles compliance. We assist as required. This requirement applies to the NGO accessing the Health Network.</p>

	needs to compliant, do you help them meet the requirements?	
11	Is your solution compliant with the Health Information Privacy Code 1994?	Yes as per http://www.privacy.org.nz/assets/Files/Codes-of-Practice-materials/Health-Information-Privacy-Code-1994-including-Amendment.pdf .
Commercial requirements		
12	What is the initial purchase cost of your system (inc GST and any ongoing costs)? Specify costs for the PRIMHD component plus any additional modules that may apply. Does your company provide consultancy to implement the change management process?	<p>The package is rented using a per active client per week rental, not purchased. Initial cost: basic installation: free. This includes setting up a database with no clients, giving each network PC access to the main program and DB. Further customisation is per hr after consultation with the NGO. Yes, we provide consultancy and training.</p> <p>Existing NGO data can be imported into ET.</p> <p>Consultation with an NGO is necessary to ensure ET can be adapted to the NGO way of delivering services.</p>
13	What are the annual licence renewal costs, if any? (Include additional licence costs, which may apply to server software i.e. additional user licensing for web-based applications.)	<p>The package is rented on a per active client per week rental of \$1 with a TBD reduction after 100 clients. There is no charge per user. All staff can access whatever parts of ET they need at no further cost.</p> <p>The package can be discontinued at any time and the NGO's data exported to a number of formats.</p>
14	What are the annual maintenance fees, if any?	Ongoing costs are in the per active client rental.
15	How do you manage application software upgrades? (i.e. frequency, ease of upgrade, any additional cost including approximate consulting fees.)	<p>Upgrades are done as needed or requested. An upgrade to the program or the database is done by uploading a single EXE file to a file server. It is thereafter distributed to each network PC when the PC logs on to ET. An upgrade to the DB can also be done by us logging onto the DB server and running an upgrade script. The DB and file servers can be one or two boxes.</p> <p>Bug repairs are at no cost. Candidate program improvements will be voted on by the user community with voting power based on the NGOs active client count.</p> <p>Upgrades can be issued at any time. bcd will upload silently to the NGO's DB server or email the NGO ET administrator an upgrade file.</p>

16	What are your consulting fees for non-contracted modifications to the software, on-site support etc (e.g. creating reports.)	These fees are given on request to potential clients. Reports for in-house use are usually done at no cost.
17	From a New Zealand perspective, describe the maturity of your software product including the length of time in a production environment; the approximate number of users; and the number of mental health NGOs currently using your system.	Maturity – well seasoned and well proved. The basic client server and DB technology is in use in 25 law firms in NZ in companion products bcdDocuments and conveyIT. These products have been in us for over ten years. In the mental health sector the product is in use in two NGOs in Auckland.
18	Describe your post-implementation support, help desk facility, issue resolution process, and user access to consultancy resources.	Telephone, email, onsite visits.
19	What system user manuals and other documentation and training are provided?	A user manual as a PDF or html document is provided. A technical guide is provided for installation and maintenance. The architecture of the DB is provided as a confidential description to each using NGO. Training follows consultation with the NGO about their service delivery model and ET's abilities.
Technical requirements		
20	How compatible is your application with different operating systems and database software?	<p>The DB server will be an MS Server from Win2000 upwards or one of several Linux machines. The PCs must be Win2K, XP, Vista or Win7. Macs can run the package using bridge software such as <i>VMWare Fusion</i> connecting to a terminal server. The DB engine is Firebird. This open source DB is a modern SQL compliant engine with millions of users. It can support hundreds of concurrent users. There are several DB management programs available. We recommended one.</p> <p>The file server is usually the DB server. If not it can be a Linux or Windows server or workstation.</p> <p>ET runs only the Firebird DB engine. The DB file can be exported to other databases if required. Many DB management programs support ET. We have a preferred one.</p> <p>Report writing ability is also available using report writers such as SAP Crystal Reports.</p>

21	Can your application be remotely accessed via a secure web portal? If yes, with which mobile devices?	Remote users connect using a terminal server. Remote access to ET is supported in Windows 2000, Windows XP, Vista and Win 7.
22	Does your application require a stand-alone server? Does the NGO host the application? Describe any hardware requirements or additional cost implications.	A stand-alone server is not required. A DB server and a file server are required. They can be the same box and do not have to be dedicated to ET. The file server simply gives files to client PCs. The DB server is the home for the Firebird DB engine. The NGO cost for this is in the box and the operating system No separate costs for ET are required.
23	What is the level of technical expertise required for NGOs to administer your application?	<p>Minimal technical expertise is required. Installing ET on a network PC requires making a shortcut to a program on the file server. Installation tasks can be done by us or NGO IT staff.</p> <p>A maintenance/disaster recovery measure: if the DB server hardware completely fails we can restore the DB server in under an hour, using a spare server and the previous nights backup of ET files and a telephone link to an NGO IT-savvy person. This is a worst case scenario, applicable for example, after a fire destroyed NGO buildings.</p>
24	Are NGOs able to customise your application in any way? If yes, how much technical expertise is required?	<p>The ET administrator can turn features on and off using the program. They also control access in ET to program areas. All done with check boxes.</p> <p>SQL (read only) scripts can be written by us or NGO Staff. This required an understanding of the DB file structure and SQL.</p>