

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

Vendor - Collaborate

#	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?	Client Management System which is able to reduce the administrative workload and manage invoicing as well as scheduling for staff, consultants and clients.
2	Does your IT solution capture and record the required PRIMHD compliant information?	Yes
3	How does your IT solution simplify NGO provider reporting to the Ministry of Health?	<p>This question should concern NGOs. While a focus on PRIMHD is important right now, an NGO putting effort into PRIMHD compliance needs a larger view of their requirements with PRIMHD compliance being one requirement. So the question that needs to be asked is How does our IT solution help providers with their information requirements.</p> <p>And the answer is that Collaborate is the world’s most configurable client management system. Collaborate has no pre-determined assumptions on how you want to run your organisation. This means that we can easily configure to your individual business needs. This is especially important for NGOs that have a unique point of difference such as bi-lingual and faith based providers.</p> <p>PRIMHD is just one (albeit very important) requirement for your organisation which Collaborate is configured to deal with.</p> <p>Collaborate is highly configurable to individual organisations’ business practises. This means it tailored to fit their normal lexicon and being bi-lingual system it is more suitable for Maori and Pacific Island languages.</p> <p>One data input is able to be used for multiple outputs which minimises the chance for error. Reporting error is also minimised through daily exception reporting which saves time at EOM reporting and allows correction prior to submission.</p>

<p>4</p>	<p>Does your IT solution provide flexible in-house reporting options for NGO providers, including ad hoc reporting?</p>	<p>Collaborate has a number of in house reports. More are added regularly.</p> <p>To answer this question accurately, we need to identify the problem that this question is trying to resolve. This problem is the lack of service that software vendors have historically offered around reporting and the cost of reports.</p> <p>The answer to the question is that we offer a very good economical service around reporting and we always design our reports for multiple uses. NGOs find our reporting service more economical, faster and far less hassle than having overworked in house staff dealing with report creation.</p> <p>We do have an option for NGO self created reports and we do have organisations that create their own reports.</p> <p>The second problem that this question alludes to is NGOs wanting to be able to do their own analysis. NGOs often have very skilled Excel users and for this purpose we provide report templates which can be exported to Excel for ad hoc analysis.</p>
<p>5</p>	<p>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.)</p>	<p>Yes are working with NGO's currently. Our reporting is configured for PRIMHD and the first of our clients is currently working through the process of PRIMHD compliance.</p>
<p>6</p>	<p>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 updated to include new data fields and/or new sub-set of information.)</p>	<p>Collaborate is the world's most configurable client information system. Modifications and any changes can be implemented usually within hours. Any future changes in PRIMHD requirements will made quickly and simply. Field codes and data fields can be added within minutes because Collaborates architecture will not require re-programming.</p>

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).

The Collaborate design allows for any scenario. There are several questions within the question, which we need to break down.

Modules

Modules are the death of any CMS. IT loves modules because it gives them a chance to upsell. Here's the problem with modules. Your organisation doesn't think or work in terms of modules. Every business process you have includes many parts. For example, a business process may include client, HR, accounting and asset management. Getting modules to work together like this is near impossible.

Collaborate has no modules. This also means there is no upsell. Your organisation gets exactly what is needed through configuration to fulfil all your business process requirements.

TXT

Collaborate can TXT. But we need to remove the "to clients" part. Because it can also TXT staff, suppliers and even us.

Change Management.

We have a very simple change management process. Because it is much faster to configure Collaborate than it is to write the specification, we simply make the change requests in a test environment and you test. If it works, we deploy. Change Management is very important for systems that cost a lot of money to change. Because Collaborate can change very inexpensively with no software coding changes, our change management cycle can be very simple. For example, any change only needs to test that the business process works and doesn't need to test for bugs and errors. This is because no code is written with your change requests.

Training and Support

Our pricing model is designed in 2 parts. The monthly cost of using Collaborate and the additional costs of training, support and report writing. The reason why we do this is that it allows for NGOs to manage their costs. The most cost effective method for training and support is for the NGO to have one super user that we train and this user in turn trains

		the other users.
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?	Multi-funder reporting is usually quick to configure for each NGO individually.
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>Permissions and access are fully integrated into each record of the application. We are confident that we have the most sophisticated permission system available for any CMS. Every possible scenario around permissions has been taken care of. This includes both scenarios asked in the question. Organisations can control their own permission rules.</p> <p>Each user has their own unique portal to access and store data which only allows viewing/retrieval as the client administrator allows. Collaborate has also been designed to allow a number of agencies independently access shared information (where appropriate client privacy permissions are given) while keeping private data locked away and within each organisation's own control. Clients can be granted access to only their information as the NGO permits.</p>
10	Is your solution compliant with the Secure Health Network code of practice? If the NGO is the one that needs to be compliant, do you help them meet the requirements?	<p>At the time of writing, Collaborate is the only vendor to ask specific questions directly to the MOH around the Secure Health network and we comply with their current requirements.</p> <p>To answer directly the question around If the NGO is the one that needs to be compliant, the answer is that with the current rules, only Collaborate needs to be compliant.</p>
11	Is your solution compliant with the Health Information Privacy Code 1994?	Yes

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>Minimum \$224.25/month for up to 13 users. Thereafter \$17.25 per user per month.</p> <p>Yes we provide a consultancy service for change management, although with Collaborate, change management is a very straight forward process.</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.)	Nil renewal costs for Collaborate Software or any web based software required to access Collaborate.
14	What are the annual maintenance fees, if any?	Nil
15	How do you manage application software upgrades? (i.e. frequency, ease of upgrade, any additional cost including approximate consulting fees.)	Application upgrades are implemented free of charge. Upgrades are frequent and seamless.
16	What are your consulting fees for non-contracted modifications to the software, on-site support etc (e.g. creating reports.)	\$100+gst per hour.
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.	Collaborate has been in development for 3 years and has recently migrated to a web based platform. The number of users number less than 50 but cover a diverse range of environments and situations.
18	Describe your post-implementation support, help desk facility, issue resolution process, and user access to consultancy resources.	(8.30am to 5pm Helpdesk via 0800 and email). Any issues are resolved via phone and email. Any modifications to fields within Collaborate are usually minimal if any cost. Consultancy resources are available for additional non-contracted reporting or business processes.
19	What system user manuals and other documentation and training are provided?	Online help and video

Technical requirements		
20	How compatible is your application with different operating systems and database software?	Collaborate runs on all modern internet browsers for PC and Mac.
21	Can your application be remotely accessed via a secure web portal? If yes, with which mobile devices?	Yes – Collaborate is totally web-based
22	Does your application require a stand-alone server? Does the NGO host the application? Describe any hardware requirements or additional cost implications.	No. The CMS is hosted by Collaborate. No additional server or hardware requirements – as long as the NGO/users can access the Web.
23	What is the level of technical expertise required for NGOs to administer your application?	No technical expertise is required – other very basic computer keyboard and mouse skills.
24	Are NGOs able to customise your application in any way? If yes, how much technical expertise is required?	<p>After modules, customisation is the second greatest cause of database death. Customisation is when you renovate a Villa only to find you have to re-pile the house. Customisation is fine for large cooperates with deep pockets. Whatever you do, do not customise.</p> <p>Collaborate is never customised. It is configured. The difference between customisation and configuration is that configuration requires no code. Configuration is higher quality, less expensive and much faster than customisation.</p>