

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

### Vendor - Eljays, IT Consulting Health and Business Support Services 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?	<b>LifeData - LifeData is a Client Management application designed to manage multiple contracts, in a Primary Care, Mental Health, Disabilities and Social Service environment. The application is designed to interface with the Medtech General Practice Management system and is being developed to adhere to the Ministry of Health's Referral, Status and Discharge standards.</b>
2	Does your IT solution capture and record the required PRIMHD compliant information?	<b>The application is designed to capture the necessary PRIMHD compliance information and has the capability to record Legal Status, DSM IV, clinical outcomes and outputs.</b>
3	How does your IT solution simplify NGO provider reporting to the Ministry of Health?	<b>Once configured, the application will produce all of the Ministry of Health reporting templates at the press of a button.</b>
4	Does your IT solution provide flexible in-house reporting options for NGO providers, including ad hoc reporting?	<b>The application provides a flexible reporting environment using standard Microsoft Pivot Table functionality, along with predefined reports and basic ad-hoc queries.</b>
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.)	<b>The LifeData application has achieved PRIMHD compliance.</b>
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	<b>The philosophy of Eljays is to develop the application, as and when required, to meet the requirements of PRIMHD. Developments of such changes can generally be undertaken very quickly with little or no disruption. These developments are undertaken free of charge providing</b>

	the field codes used, the software may need to be updated to include new data fields and/or new sub-set of information.)	<b>the provider is covered under a standard software support agreement.</b>
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).	<b>The application includes integration with Microsoft Outlook in terms of Follow Ups. The system integrates to Microsoft Office in terms of configuration and population of a predefined provider specific Digital Dashboard. Reports are easily customised and can be produced in varying formats using a standard report writer.</b>
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?	<b>The application was specifically developed with the ability of a provider to manage multiple contracts and funding streams within a single application. The application uses the concept of a single client master record which can be allocated against many referrals which in turn are allocated to a funding stream (contract). The application is not only designed to generate the PRIMHD data but will also update the Counties Manukau District Health Board Mental Health spreadsheets. It will also update the Hutt Valley District Health Board reporting templates. Examples of funding contracts that are or could be supported include; Facilitation, Well Child, Smoking Cessation, Outreach Immunisation Nursing, Disability support, Family Start, Whanau Ora.</b>
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.)	<b>The application is integrated to the Microsoft Operating system in terms of user name and access capability. The system includes significant functionality, allowing detailed configuration of user access and capability, which can be tailored to meet any specific needs, outside those already available within the system.</b>
10	Is your solution compliant with the Secure Health Network code of practice? If the NGO is the one that needs to compliant, do you help them meet the requirements?	<b>The provider is required to be compliant in terms of access to the Secure Health Network. Eljays is more than capable of assisting with facilitating compliance.</b>
11	Is your solution compliant with the Health Information Privacy Code 1994?	<b>Yes, if so implemented by the provider.</b>

	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><b>Price is on application and is dependent on the size, number of contracts and number of users to be implemented.</b></p> <p><b>Eljays provides all necessary consultancy and project management in order to deliver a successful implementation.</b></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><b>There are NO annual license renewal fees, unless a specific number of users, server licenses and contracts has been purchased and an upgrade is required.</b></p>
14	What are the annual maintenance fees, if any?	<p><b>There is one annual Maintenance fee which is dependent on the size and scope of the implementation.</b></p>
15	How do you manage application software upgrades? (i.e. frequency, ease of upgrade, any additional cost including approximate consulting fees.)	<p><b>All global software upgrades are delivered free of charge, subject to the application of a software support agreement. Developments undertaken to the system that are deemed proprietary to the organisation are upgraded and supported at a cost agreeable with the provider.</b></p> <p><b>Upgrades are delivered as and when required and may be implemented remotely by Eljays or implemented by the provider themselves. Generally, upgrades are available monthly.</b></p>
16	What are your consulting fees for non-contracted modifications to the software, on-site support etc (e.g. creating reports.)	<p><b>Price on application</b></p>
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.	<p><b>The application is now very mature and is in the process of being redeveloped into the Microsoft.Net environment. There are currently seven mental health NGOs using the application. These NGOs range in size from very small three users to 150 + users.</b></p>
18	Describe your post-implementation support, help desk facility, issue resolution process, and user access to	<p><b>Eljays is committed to post implementation support. The organisation has adopted a specific strategy that customer service is a priority.</b></p>

	consultancy resources.	<p>Eljays believes in face to face interaction with its clients, and ensures that this is followed at the lead-up to and including the implementation phase. Critical to this phase is the assurance that there is buy-in from management and staff.</p> <p>All support calls are logged by a Help Desk and resolved through normal processes as agreed with NGO's.</p> <p>All providers have access to consultancy resources at a level that is appropriate to the individual organisation.</p>
19	What system user manuals and other documentation and training are provided?	<p>The application is supported by a knowledgeable team that undertakes training as and when required. The concept of a super user group within the provider is always fostered. The application is always evolving and being enhanced for providers in accordance with their needs. A user manual is available along with quick tip sheets which focus on specific areas of the application. Training times are also organised and run by the principals of Eljays.</p>
<b>Technical requirements</b>		
20	How compatible is your application with different operating systems and database software?	<p>The application is designed to run within a Microsoft Office Environment, with a back end SQL Server database as the data repository. The application is currently being rewritten to support the Microsoft.Net environment.</p>
21	Can your application be remotely accessed via a secure web portal? If yes, with which mobile devices?	<p>The application is supported on a Citrix and Terminal Services environment, which normally provides the remote access required.</p>
22	Does your application require a stand-alone server? Does the NGO host the application? Describe any hardware requirements or additional cost implications.	<p>The application does not require a standalone server. It will run on a standalone PC or in a fully functional server environment.</p>
23	What is the level of technical expertise required for NGOs to administer your application?	<p>The application has been designed to require very little technical support, once configured and implemented. Dependent on the size of the provider (organisation), the concept of a super user who is trained in all the support requirements is encouraged.</p>
24	Are NGOs able to customise your application in any	<p>Yes, NGO's are capable of customising the application. Areas that can be</p>

	<p>way? If yes, how much technical expertise is required?</p>	<p><b>configured include; field names, combo box drop down lists, business rules, contact lists. The application also provides functionality for users to configure their own client lists. The Principles of Eljays will often work with the Providers to identify best ways of configuring and using the application to maximise their efficiency and productivity.</b></p>
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