

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

Vendor - Exess Connectivity 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?	A web-based Client Management system
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?	Single point of entry, and written in a user friendly format
4	Does your IT solution provide flexible in-house reporting options for NGO providers, including ad hoc reporting?	Yes
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.)	We are currently working through this process with a number of customers
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 updated to include new data fields and/or new sub-set of information.)	Our platform has been designed to be highly adaptable, and we are committed to remaining compliant to reporting requirements

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>There are several components to Exess including a unique customisable reporting feature that allows organisations to build reports for a variety of needs</p> <p>All development in the programme is customer-driven via our development forum and Exess enables a paperless cloud based solution which translates into enabling low cost and high efficiency in our customers delivery models</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>Our system simplifies the process of multiple contracts by eliminating double reporting</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>There a 4 key levels of delineation:</p> <ol style="list-style-type: none"> 1. a general worker log-on 2. An administrative function 3. A branches function, which can be used to further limit access to information 4. A confidentiality function
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?	<p>Yes we are compliant with the Code of Practive and we will assist NGO's to achieve that compliance</p>
11	Is your solution compliant with the Health Information Privacy Code 1994?	<p>Yes</p>
Commercial requirements		
12	What is the initial purchase cost of your system (inc GST and any ongoing costs)? Specify costs for the PRIMHD	<p>This costing is provided via a pricing matrix based on user size and varies. We provide training and consultancy as part of our range of</p>

	component plus any additional modules that may apply. Does your company provide consultancy to implement the change management process?	services
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.)	See pricing matrix
14	What are the annual maintenance fees, if any?	As above
15	How do you manage application software upgrades? (i.e. frequency, ease of upgrade, any additional cost including approximate consulting fees.)	Real time so no disruption and free as all inclusive in the annual relicence fee
16	What are your consulting fees for non-contracted modifications to the software, on-site support etc (e.g. creating reports.)	These start from \$ 35 per hour, and range to prior quotations based on management timelines with fixed pricing
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.	Designed and tested 2008 with an extensive customer base from Kaeo to Invergargill. A Number of small through to larger NGO's are coming on line to user our system for Mental health reporting
18	Describe your post-implementation support, help desk facility, issue resolution process, and user access to consultancy resources.	<p>After implementation an 8 week follow up visit (free of charge) to ensure maximum usage of the programme</p> <p>Full 24/7 support via e-mail and telephone</p> <p>Customers can access a web-based user forum to discuss Exess</p> <p>Regular newsletters and updates</p> <p>Re-trainings on request</p> <p>Regular visits as required</p>
19	What system user manuals and other documentation and training are provided?	Full manual with step by step instructions

Technical requirements		
20	How compatible is your application with different operating systems and database software?	Our system is highly interoperable
21	Can your application be remotely accessed via a secure web portal? If yes, with which mobile devices?	Yes, including mobile devices
22	Does your application require a stand-alone server? Does the NGO host the application? Describe any hardware requirements or additional cost implications.	No server required and we host the application. Only dump terminals required
23	What is the level of technical expertise required for NGOs to administer your application?	For the average person using Exess they need to have a competence level of using e-mail in order to utilize the programme
24	Are NGOs able to customise your application in any way? If yes, how much technical expertise is required?	All customization is via our development forum and is designed to mean Exess captures all sensible ideas