

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

#	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>Res~Call for Mental Health and Intellectual Disability Providers</b> <b>Care~Call for Homecare Providers</b>
2	Does your IT solution capture and record the required PRIMHD compliant information?	<b>Yes</b>
3	How does your IT solution simplify NGO provider reporting to the Ministry of Health?	<b>Yes – with Res~Call we have local codes that the NGO is familiar with connected to MOH codes that exports the correct MOH codes so that the Ministry of Health and the NGO are happy and see the information they need to see. We have easy to follow manuals and training notes that allow the user to quickly fill out MOH reporting requirements.</b>
4	Does your IT solution provide flexible in-house reporting options for NGO providers, including ad hoc reporting?	<b>Yes</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>Yes</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 the field codes used, the software may need to be updated to include new data fields and/or new sub-set of information.)	<b>Yes we will work with NGO's and the Ministry to ensure that future requirements are met</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).	<p><b>Yes Res~Call is a full CRM system that has modules such as Behaviour Support, Billing, Case Notes, Support Plans, Assessments, Staff Training, vocational services, incidents and Accidents, Whakapapa and Client Leave among other modules.</b></p> <p><b>At Netsoft we do an analysis of your business and find out the areas that you will get benefit from using and then create a training guide for each individual role. The key here is that Res~Call will add value to your business by mapping your work flow processes.</b></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><b>Through the use of business units and departments we can ensure that the right information gets reported on. This also involves customers that may receive 2 different types of funding for the same client</b></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><b>Res~Call has very structured security system – we have case notes and activities that can only be viewed by certain people. Also we hide access to entire tabs – For Example a financial person will have access to their financial situation and basic demographic data. Whilst a support worker will have access to case notes and support plans that affect them. We also determine whether a user should have read/write access to an area or read only access</b></p>
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><b>Yes we work with our clients to get help them reach compliance – We create a Project Plan for our clients to use. This involves tasks that are for Software set up and training as well as MOH compliance tasks.</b></p>
11	Is your solution compliant with the Health Information Privacy Code 1994?	<p><b>Yes</b></p>
<b>Commercial requirements</b>		
12	What is the initial purchase cost of your system (inc GST and any ongoing costs)? Specify costs for the PRIMHD	<p><b>We provide consultancy to implement the project, we also supply installation, training and project management.</b></p>

	<p>component plus any additional modules that may apply. Does your company provide consultancy to implement the change management process?</p>	<p><b>Cost is given on an individual basis - Res~Call has a vast amount of functionality and we look at each customer to analyse what functionality they want to use, how much training and implementation it will take. Then will give them an exact guaranteed quote. Call Michael on 021 773 136 for a price for your organisation.</b></p>
<p><b>13</b></p>	<p>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>	<p><b>Our monthly licence and maintenance fee depend on the size of the organisation. Depending on how much functionality that you use. This price does not alter per additional user. You will also receive an service level agreement (SLA) with response times and what you can expect from our support team.</b></p>
<p><b>14</b></p>	<p>What are the annual maintenance fees, if any?</p>	<p><b>See above</b></p>
<p><b>15</b></p>	<p>How do you manage application software upgrades? (i.e. frequency, ease of upgrade, any additional cost including approximate consulting fees.)</p>	<p><b>Software upgrades are free as they are part of the support. The upgrades are very easy and take less than 5 minutes.</b></p>
<p><b>16</b></p>	<p>What are your consulting fees for non-contracted modifications to the software, on-site support etc (e.g. creating reports.)</p>	<p><b>Onsite work is generally charged out at \$125 per hour</b></p>
<p><b>17</b></p>	<p>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>	<p><b>Both Products are mature stable products</b></p> <p><b>Care~Call has been around for 12 years and we have approximate 15 NGO's using this product.</b></p> <p><b>Res~Call has been around for 8 years and has 12 NGO's</b></p>
<p><b>18</b></p>	<p>Describe your post-implementation support, help desk facility, issue resolution process, and user access to consultancy resources.</p>	<p><b>We have guaranteed response times for urgent and non urgent requests for urgent requests we respond within 15 minutes. We have an online support system that enables you to track the progress of your support requests. We have telephone support and on-site support available.</b></p> <p><b>Each support job is given a support number and then allocated to a team member that is responsible for fixing the query and that person will deal directly with the NGO so you have complete accountability.</b></p>
<p><b>19</b></p>	<p>What system user manuals and other documentation</p>	<p><b>Our training is second to none – We value the importance of training</b></p>

	and training are provided?	because the better the NGO is trained the more they like Res~Call.
	<b>Technical requirements</b>	
20	How compatible is your application with different operating systems and database software?	Res~Call runs on a Microsoft SQL database and written using an easy to follow table structure. We currently integrate with over 15 other software packages. Res~Call runs on all Microsoft operating systems.
21	Can your application be remotely accessed via a secure web portal? If yes, with which mobile devices?	Yes – we have a Pocket PC version of Res~Call
22	Does your application require a stand-alone server? Does the NGO host the application? Describe any hardware requirements or additional cost implications.	Res~Call does not require a standalone server although it depends what other applications are on the server to determine its effectiveness.  It depends on the size of the NGO but for most any entry level server is adequate for most NGO's
23	What is the level of technical expertise required for NGOs to administer your application?	Due our on-going support there is a low level of technical expertise required to administer Res~Call
24	Are NGOs able to customise your application in any way? If yes, how much technical expertise is required?	NGO's can customise the tables and client layout of Res~Call with some training from Netsoft. To administer Res~Call you don't have to be technical as training and documentation is provided.