

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

Vendor – Wild Bamboo

#	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
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?	The data entered and captured by the NGO within Recordbase is automatically submitted to the Ministry of Health for the NGO
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.)	Absolutely. Recordbase has been proven PRIMHD compliance since 2008 and is in use by many NGO customers who are now successfully PRIMHD compliant.
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.)	Recordbase is constantly being updated and improved to meet the requirements of the sector which include changes to PRIMHD over time. These changes are deployed and included at no additional cost to Recordbase customers.

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>Recordbase includes a dashboard as well as an extensive reporting module (Recordbase Elite) which enables graphical analysis and trending of data and information.</p> <p>Recordbase also includes an in-depth Health and Safety module for capturing and reporting incidents, accident and complaints.</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>The powerful functionality of Recordbase Elites reporting engine allows extensive reporting requirements to be met for multiple contract and funding agencies. Many of our existing customer base has similar requirements so most of these reports are out of the box functionality.</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>User access is securely through the internet via a username and password. Particular roles and permissions can be granted to users at very granular levels to enable very detailed security levels within the application. All access within the application is also audited and can be reported on at any time.</p> <p>Clients cannot currently view their own information however this functionality is on our roadmap for development.</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>We have an approved connection to the Secure Health Network and send PRIMHD reports on the behalf of our customer NGO's so they can avoid the expense and complexity of establishing their own connections. This method of submitting via a 3rd party such as Wild bamboo has been approved by the Ministry of Health.</p>
11	Is your solution compliant with the Health Information Privacy Code 1994?	<p>Wild bamboo is compliant with the relevant requirements & rules related to electronic information security and privacy as outlined in the Health Information Privacy Code 1994/2008 (Revised edition).</p>
Commercial requirements		

12	<p>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>	<p>We charge on a per user, per month basis, and these are referred to as licences. Generally one FTE per licence. The standard costs are:</p> <ul style="list-style-type: none"> • \$39 plus gst per FTE per month for a Standard licence (this includes PRIMHD reporting) • \$70 plus gst per FTE per month for an Elite licence (this is for Healthpac, DHB and other advanced reporting and analysis, usually only managers require this) <p>The only other charge, if it is required at all, is \$110 plus gst per hour for any substantial amount of data migration that you may want us to do. There's no additional implementation or training costs</p>
13	<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>No annual licence renewal costs as this is a monthly subscription based service.</p>
14	<p>What are the annual maintenance fees, if any?</p>	<p>none</p>
15	<p>How do you manage application software upgrades? (i.e. frequency, ease of upgrade, any additional cost including approximate consulting fees.)</p>	<p>Upgrades as required based on prioritised customer demand at no additional costs to NGO's.</p>
16	<p>What are your consulting fees for non-contracted modifications to the software, on-site support etc (e.g. creating reports.)</p>	<p>Our standard rate is \$110 per hr + Gst + Travel and accommodation if required however Wild Bamboo makes use of Sophisticated internet based support tools that enable the majority of support to be done remotely.</p>
17	<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</p>	<p>Recordbase has been in use within the NZ Mental Health and Addictions sector for over 10 years and is a very mature and stable yet uses the very latest in Microsoft technologies.</p> <p>Approximate number of users equates to over 1300 and the number of</p>

	using your system.	NGO's using or implementing Recordbase is approximately 30.
18	Describe your post-implementation support, help desk facility, issue resolution process, and user access to consultancy resources.	Up to 20 hours free advanced helpdesk support per month
19	What system user manuals and other documentation and training are provided?	2 days free training. Manuals provided.
Technical requirements		
20	How compatible is your application with different operating systems and database software?	Recordbase base is totally web based and has been developed using the very latest in Microsoft technologies. The only requirement is access to Internet Explorer web browser and a broadband connection to the internet.
21	Can your application be remotely accessed via a secure web portal? If yes, with which mobile devices?	Internet Explorer 7 or greater
22	Does your application require a stand-alone server? Does the NGO host the application? Describe any hardware requirements or additional cost implications.	Wild Bamboo hosts the application via in independent hosting provider so there are no additional hardware requirements or costs. The application is hosted in a world class data centre with many levels of fault tolerance to minimise any unplanned outages.
23	What is the level of technical expertise required for NGOs to administer your application?	Basic IT knowledge
24	Are NGOs able to customise your application in any way? If yes, how much technical expertise is required?	NGO's can configure Recordbase to tailor settings to best suit them. A general understanding of technical knowledge is required.