



Defran Systems, Inc.

RFI Response to



**California
Behavioral Health
Electronic Health Record
(CA BH-EHR)
Request for Information**

December 5, 2008

Table of Contents

D. COMPANY BACKGROUND.....	6
RR-D-01	6
RR-D-02	6
RR-D-03	8
RR-D-04	8
RR-D-05	8
RR-D-06	9
RR-D-07	9
RR-D-08	9
RR-D-09	9
E. PARTNER AND/OR RESELLER REFERENCES	9
RR-E-01	9
RR-E-02	10
F. BEHAVIORAL HEALTH SOLUTIONS EXPERIENCE	10
RR-F-01.....	11
RR-F-02.....	11
RR-F-03.....	11
RR-F-04.....	12
RR-F-05.....	12
RR-F-06.....	12
RR-F-07.....	13
RR-F-08.....	13
G. SOLUTION PRODUCT HISTORY	14
RR-G-01	14
RR-G-02	14

RR-G-03	15
RR-G-04	15
RR-G-05	15
RR-G-06	15
H. SOLUTION PRODUCT TECHNOLOGIES	16
RR-H-01	16
RR-H-02	17
RR-H-03	18
RR-H-04	18
RR-H-05	18
RR-H-06	19
RR-H-07	19
RR-H-08	19
RR-H-09	19
RR-H-10	19
RR-H-11	19
RR-H-12	19
RR-H-13	19
RR-H-14	20
RR-H-15	20
RR-H-16	20
RR-H-17	20
RR-H-18	20
I. BEHAVIORAL HEALTH EHR FUNCTIONAL REQUIREMENTS SURVEY	21
RR-I-01	21

J. IMPLEMENTATION PLANNING 21

RR-J-01 21

RR-J-02 22

K. TRAINING AND DOCUMENTATION 22

RR-K-01 22

RR-K-02 22

RR-K-03 23

RR-K-04 23

RR-K-05 23

RR-K-06 23

RR-K-07 23

RR-K-08 23

RR-K-09 24

RR-K-10 24

L. CONTRACTUAL SUPPORT 24

RR-L-01 24

RR-L-02 24

RR-L-03 24

RR-L-04 25

RR-L-05 25

RR-L-06 25

M. COST AND LICENSING 26

RR-M-01 26

RR-M-02 26

N. RISKS AND ISSUES 26

RR-N-01 26

O. PROJECT REFERENCES..... 27

RR-O-01 27

D. Company Background

RR-D-01 Please provide the following information regarding the makeup of your company.

CORPORATE INFORMATION	
Company Name	Defran Systems, Inc.
Company Type (C-Corp, S-Corp, LLC, LLP, Sole Proprietorship, Etc.)	C-Corp.
Location of Corporate Headquarters	5 E. 16 th Street, New York, NY 10003
Location of Field Support Offices	5 E. 16 th Street, New York, NY 10003
Location of Programming/Technical Support Personnel	5 E. 16 th Street, New York, NY 10003
Internet Home Page	www.defran.com

PRIMARY CONTACT INFORMATION FOR THIS RFI	
Name	Maurine LeDet
Title	Account Manager
Office/Location Address	5 E. 16 th Street, New York, NY 10003
Phone Number	646.230.1052
E-Mail Address	mledet@defran.com
Internet Home Page	www.defran.com

RR-D-02 Provide an overview of your firm and its history. Describe the strength of your firm and its ability to meet the needs of California’s behavioral health recipients and providers.

The human services landscape is in a constant state of change. Behavioral healthcare provider organizations need information management solutions that provide customized views of their business environment, programs, clients and services in order to evolve successfully. Solutions that centralize and streamline organizational operations yield faster, easier and smarter ways of managing business.

Defran Systems has been in the business of helping behavioral healthcare organizations streamline their processes and increase the efficiency and accuracy of their data tracking and billing for 24 years. We understand that this is an important decision that will impact every facet

of an organization's operation. We have a significant amount of knowledge and expertise to lend to organizations' evaluation and implementation projects, and we look forward to helping California counties as we have many others in the field.

Defran Systems, Inc., established in 1984 is a leading innovator in the development of comprehensive and scalable case and client-related fiscal management information systems for human service organizations. Headquartered in New York City, Defran Systems is a privately held corporation of 25 talented staff focusing their efforts on developing, supporting and selling our flagship product, Evolv-CS.

Our customers range from some of the nation's largest non-profits and government agencies to smaller community based service providers. We are currently serving approximately 400 behavioral healthcare, community-based and child welfare providers in 33 states throughout the nation. We have become a national presence in technology for the human service market by building enduring customer partnerships, developing superior application functionality, providing matchless service and helping organizations increase the return on their software investment. The following tenets are the cornerstone of our success:

- Customers First
- Product Quality & Innovation
- Performance Driven
- Teamwork With Focus

Why We're Unique – What Sets Us Apart

Defran provides a ***Proven Solution***. The Evolv-CS application, the third generation of the Evolv line of products, was built anew from the ground up with the latest technology. This development philosophy, unlike that of many other software solutions, has yielded a superior design that holds true to its pledge of functionality and performance. The software performs as promised – in a reliable and consistent manner, with the features and functionality operating as they were designed and intended.

Superior Customer Service is the cornerstone of our business. Defran Systems boasts a 95% customer retention rate, not only due to our superior customer support, but because we treat each and every customer as part of the Defran family – acting not only as a software vendor, but a true long-term business partner who is responsive to your ever-growing and ever-changing needs.

Experience cannot be overlooked when choosing a software vendor. Dependability, reliability and stability are characteristics each organization should seek in making the all-important decision to partner with a company that you will entrust to ensure the accuracy and integrity of your clinical and financial data. Defran has over 24 years of industry experience working with not-for-profits. Our close relationships with our customers have allowed us to stay abreast of industry trends and needs, and our software design and enhancements are a direct offshoot of this dynamic. Experience therefore translates into knowledge, which in turn translates into industry-relevant software design.

In our work with ***customers in CA***, such as Stars Behavioral Health Group, we have gained a wealth of knowledge and understanding of the child and family services needs of behavioral healthcare providers, and have provided a successful solution to Stars BHG and many, many other similar providers nationwide.

Defran Systems employs **knowledgeable staff** well versed in the human services field. Many key employees (including a lead developer, sales and business development staff and support staff) have worked for years in the human services arena. This industry knowledge has provided unparalleled benefit to the development and continued enhancement of the Evolv-CS application, making it one of the most relevant products available in the marketplace today.

Our company mission for **over 24 years** has been to serve the ever-expanding needs of the public sector of human services by developing comprehensive and powerful software applications that give providers the ability to serve the needs of their communities more efficiently and effectively. We have successfully automated human services organizations like yours at both the county and local levels throughout the country, and we hope that the information we have provided in this RFI will provide you with insight into an effective approach to the automation of your critical business processes.

RR-D-03 *List the number of employees (Full-time equivalents) in your organization by category for the last 3 years:*

Category	2006	2007	2008
Total Employees	22	24	25
Installation / Setup	3	4	5
Research and Development	5	5	5
Application / Technology Support	3	4	4
Customer Service / Helpdesk Support	3	3	3
Other (Sales/Mktg, Admin, Exec.)	8	8	8
Those with Clinical Backgrounds:			
- Physicians	0	0	0
- Psychologists	0	0	0
- Psychiatrists	0	0	0
- Registered Nurses	1	1	0
- Other Clinicians	2	2	3

RR-D-04 *Has your company acquired or merged with any other organizations in the past three years? If so, please list each organization and the purpose behind such activity.*

No.

RR-D-05 *How long has your company been in the business of developing and implementing your Electronic Health Record related products?*

24 Years

RR-D-06 What were your firm's annual revenues for the last 3 fiscal years?

Category	2005	2006	2007
\$1,000,000 to \$5,000,000	X	X	X
\$5,000,000 to \$25,000,000			
\$25,000,000 to \$100,000,000			
Greater than \$100,000,000			

RR-D-07 What percentage of your firm's annual revenue directly resulted from behavioral health care solutions during the past 3 fiscal years?

Category	2005	2006	2007
Percentage of Annual Revenue Resulting from BH Solutions	63%	70%	82%

RR-D-08 What percentage of annual revenue did your company expend for research and development (R&D) on your proposed products during the last 3 fiscal years?

Category	2005	2006	2007
Percentage of Annual Revenue Expended on R&D	20-23%	20-23%	20-23%

RR-D-09 What percentage is budgeted for R&D in the current and next fiscal year?

Category	2008	2009
Percentage of Annual Revenue Budgeted for R&D	20-23%	20-23%

E. Partner and/or Reseller References

RR-E-01 Please list any partners and/or resellers in the areas of behavioral health: Strategic or tactical development, sales, support, delivery, consulting or training.

Defran Systems has been awarded the Microsoft Gold Certified Partner recognition by Microsoft Corporation. In 2008, Defran began the rigorous process to become part of the Microsoft Partnership Program. The Microsoft Partner Program is made up of a number of requirements and application platform tests, including:

- Microsoft SQL Server 2005 Test
- Microsoft Windows Server 2003 Test
- Managed Code Test
- Providing a number of Defran Systems' customer recommendations
- Employing Microsoft Certified Professionals

Because Defran Systems was able to meet all of Microsoft's Partnership Program requirements and the Evolv-CS database successfully passed all application and platform tests, the company was awarded Microsoft Gold Certified Partner status – the highest level within the Microsoft Partner Program. Having this prestigious partnership certification illustrates Defran Systems' commitment to the continuous development of quality software products and services. Every Defran Systems customer can be certain of high system performance, integrity and compatibility.

RR-E-02 For each partner or reseller listed above, please identify the following:

- 1) Functional areas.
- 2) Nature of partnership/relationship.
- 3) Length of the relationship.
- 4) Referencable customer for whom you have jointly provided services.

See above.

F. Behavioral Health Solutions Experience

Descriptions of the Functional Requirement Categories referenced in questions RR-F-01 through RR-F-05 of this section are in The Preface (Section A). In your responses to the questions in this section, emphasize your experience in the State of California.

Defran Systems has been in the business of designing, developing, implementing, training and supporting comprehensive and scalable information systems for human service organizations, specifically Practice Management, Clinical Data Management and Billing Systems for 25 years. Beginning in 1984, Defran Systems' first software product, Evolv-DOS included features and functionality ranging from basic client data and service tracking, practice management and regulatory compliance features, to billing and contracts management. Our experience is specific to the human services industry and reflects almost 30 decades of work in the field, with hundreds of service providers, providing the range of services, in a variety of treatment settings.

Relevant work performed by Defran Systems is highlighted below and speaks to our ability to partner with California mental health agencies on an initiative of this kind.

- Defran Systems' leading Evolv-CS software package in the Mental Health/Human Service industry that is AFCARS / SACWIS / ASFA compliant. Agencies providing the range of mental health and other social services in both the in-home and out-of-home (inpatient) treatment settings.
- Development of the Evolv-DOS and Evolv-Windows applications specific to the In-Patient/Out-of-Home population – Residential Treatment RTC/RTF, Group Homes, Agency Operated Schools, Shelters, Partial Hospitals, Day Treatment
- Development of a Preventive Service System for New York City preventive service providers.
- Development of the Uniform Reporting System for the New York and Connecticut State Departments of Health with a user base of over three hundred providers with electronic

transmission and aggregation of data to the State Departments of Health.

- Development of the Youth at Risk Cooperative System under a grant from the Center for Disease Control and Prevention (CDCP).
- Development of The Beacon of Hope House System for organizations providing the spectrum of supervised independent living services (group residences, apartments) to mentally challenged adults.
- Customized software developments for the states of NY, MN, OH, IL, CO, ME, WI, MI, and HI

Evolv-CS functions as a Practice Management system, a Clinical Data Management system, an Electronic Health Record (EHR), and includes CPOE functionality. The scope of the application features address and include the requirements of all of these types of systems.

RR-F-01 *Describe your firm's experience and qualifications in design, development, and implementation of Behavioral Health Practice Management systems.*

As described above, Evolv-CS was designed to be and functions as a Practice Management system in general. The specific requirements included in the Practice Management section of the CA BH EHR Functional Requirement Survey have been reviewed and Evolv-CS includes features and functionality that address your specific practice management requirements.

Practice Management is a foundational piece of all of the Evolv products, beginning in 1984 with Evolv-DOS. As such, these features have been designed, developed, deployed, revised, rewritten and enhanced many times over the last 25 years. Please see our response to your specific requirements in the CA BH EHR Functional Requirement Survey.

RR-F-02 *Describe your firm's experience and qualifications in design, development, and implementation of Behavioral Health Clinical Data Management systems.*

As described above, Evolv-CS was designed to be and functions as a Clinical Data Management system in general. The specific requirements included in the Clinical Data Management section of the CA BH EHR Functional Requirement Survey have been reviewed and Evolv-CS includes features and functionality that address your specific clinical data management requirements.

Clinical Data Management has been a foundational piece of all of the Evolv products, beginning in 1984 with Evolv-DOS. As such, many of these features have been designed, developed, deployed, revised, rewritten and enhanced many times over the last 25 years. The Clinical Management features in Evolv-CS address the tracking and management of all types of client information across the continuum of care.

Defran Systems began to service behavioral healthcare organizations specifically in the mid-90s with the then current product, Evolv-Windows. Since that time we have continued to expand our reach throughout the behavioral healthcare market and are working with organizations of all types and sizes, in 32 states across the country. Please see our response to your specific requirements in the CA BH EHR Functional Requirement Survey.

RR-F-03 Describe your firm's experience and qualifications in design, development, and implementation of Computerized Provider Order Entry (CPOE) system.

Extensive tracking and management of client health and medical information has been a part of the core feature set of Evolv-CS and other earlier Evolv products. In the past such information was contained within and isolated to an Evolv database environment and accessible via the interface and reporting to those with appropriate security access. However, with the increased relevancy of the HL7 standards to the behavioral healthcare industry, specifically CCHIT, and the increased need to pass this type of information between systems of care, Defran Systems has enhanced this area of the system significantly to include the Computerized Provider Order Entry or CPOE system.

The specific requirements included in the Computerized Provider Order Entry (CPOE) section of the CA BH EHR Functional Requirement Survey have been reviewed and Evolv-CS includes features and functionality that address your specific requirements in this area. Please see our response to your specific requirements in the CA BH EHR Functional Requirement Survey.

RR-F-04 Describe your firm's experience and qualifications in design, development, and implementation of interoperable Electronic Health Record (EHR) systems.

Extensive tracking and management of client health and medical information has been a part of the core feature set of Evolv-CS and other earlier Evolv products. In the past such information was contained within and isolated to an Evolv database environment and accessible via the interface and reporting to those with appropriate security access. However, with the increased relevancy of the HL7 standards to the behavioral healthcare industry, specifically CCHIT, and the increased need to pass this type of information between systems of care, Defran Systems has enhanced this area of the system significantly to include electronic prescription capabilities, and compliance with HL7 and CCHIT requirements for the passing of medical and health information between systems of care.

The specific requirements included in the Electronic Health Record (EHR) section of the CA BH EHR Functional Requirement Survey have been reviewed and Evolv-CS includes features and functionality that address your specific requirements in this area. Please see our response to your specific requirements in the CA BH EHR Functional Requirement Survey.

RR-F-05 Describe your firm's experience and qualifications in design, development, and implementation of Personal Health Record (PHR) systems.

As described in previous sections, Evolv-CS functions as an Electronic Health Record (EHR), however, it does not currently support the features specific to a *Personal Health Record*. The personal health record is a natural extension of the agency's electronic health record and we would be happy to discuss the development of features to address this need. The specific requirements included in the PHR section of the CA BH EHR Functional Requirement Survey have been reviewed. Please see our response to these requirements in the CA BH EHR Functional Requirement Survey.

RR-F-06 Describe your firm's experience and qualifications for Systems Integration.

Our approach to systems integration is straightforward and driven by customer need. As an agency's requirements dictate, we work with a customer to determine the need for integration, the scope of such integration, and help determine the most cost efficient, time efficient and

intuitive (easy to use) solution to meet the specific need.

Evolv-CS maybe easily integrated with web services and XML standards utilizing SQL Server 2000 / 2005 database utilities. Specific interfaces to state, county or other agency systems may be built based on the specific needs of the customer. The most common example of “integration” is between Evolv-CS and an agency’s accounting software, third party report writing software, and statistical software packages and data extract files. Defran Systems has developed file extracts for integration with state and county systems in NY, IL, CO, ME, NC, OH and HI.

RR-F-07 *Describe your firm’s experience and approach to the conversion of electronic behavioral health data.*

Defran Systems has been working with organizations on conversion projects for many years. We have experience building and executing conversion programs between our own systems, as well as conversion from agency legacy systems. From this experience we have been able to standardize the conversion process to a great degree and provide economic and efficient solutions to our customers.

About ½ of all Evolv-CS customers chose to perform some level of electronic conversion of legacy system data. Defran Systems provides two (2) options for conversion of legacy data from any agency system, varying only in the scope (type) of data converted; 1) Generic Conversion, 2) Full Conversion. An agency’s need for historical data, project timeline requirements, and other related priorities will dictate which conversion option is necessary.

The Generic Conversion is available for a one (1)-time import of basic client information from a legacy system into Evolv-CS. Customers are given a pared down database that includes a small data set, of basic client demographics. It is the Customer’s responsibility to pull the data from their legacy systems into the database provided. Defran Systems will then convert the data into the Evolv-CS database. This facility was designed for the purpose of initiating client records in the new Evolv-CS database only. It is not a comprehensive or custom conversion program and does not include historical information. Customers that use the generic conversion option populate the remainder of the client records via manual data entry. The Full Conversion option is available for agencies that wish to convert a full client data set, including historical information.

Defran Systems does not dictate or recommend any particular type of conversion, but will consult with the client regarding their particular needs, resources, skills, and time constraints, and recommend the most efficient process. Many times it becomes evident that electronic conversion is not a viable solution for many reasons, i.e. due to inaccurate legacy data, legacy systems that are too old and do not accurately reflect the agency’s work with clients, the volume of data could be more efficiently handled and verified via manual data entry, among others.

RR-F-08 *Describe your firm’s experience and approach to the conversion of paper-based behavioral health data.*

The conversion of paper-based health data is typically addressed during the Software Setup Consultation sessions and the Historical Data Entry phase of the implementation project. Software Setup Consultation is provided to customers at the beginning of the project in order to teach them how to setup the Evolv-CS system in a way that accurately reflects their business operations, environment, requirements, workflows, and best practice. Paper forms will be

analyzed extensively and automated solutions will be identified for handling paper forms in an electronic format. In some cases, the electronic format will replicate the paper format, in other cases the electronic format or automated solution will replace the paper format altogether. Through this process customers will determine how best to incorporate required, historical paper forms into the new electronic record. Historical information contained in paper forms can be entered manually into the new system and the old paper version eliminated, documents can be scanned into the client record so they can be maintained and viewed through the interface. Much of the historical data (i.e. referrals, admissions, services, demographics, transfers, discharges, etc.) is keyed into the system manually during the Historical Data Entry phase of the rollout project. During this phase customers learn and become familiar with basic system processes through the entry of historical data. It is an efficient way for users to learn how to use the system, at the same time they are manually converting their records.

G. Solution Product History

RR-G-01 *Please provide the following information about the solution products(s) that you propose.*

#	Product Name and Primary Function	When First Developed	When/Where First Deployed	Number of Installations To Date
1	Evolv-CS Enterprise Edition Case, Clinical and Financial Management EHR Solution	2000	2001 Seattle, WA	60
2				
3				
4				

RR-G-02 *For each solution product listed in the above table, please provide:*

- The history of the product including whether the product was internally developed or acquired from another source.*

The proposed solution, Evolv-CS Enterprise Edition software application is the third generation of the Evolv line of database solutions. Development for the first generation of this product, Evolv for DOS, began in 1984, followed by the Windows® version in 1994, and a migration to the current web-based platform in 2000. All 3 generations have been developed solely in-house by Defran Systems, Inc.

The migration to Evolv-CS entailed a complete re-write of the software application, using the latest technology, from the ground up, building upon the wealth of technology and industry-based knowledge accumulated over our 24 years in business in the human services arena.

The first deployment of the DOS application was back in 1987 in New York. More recently, the proposed solution, Evolv-CS, was deployed in Seattle, WA in 2001. There are currently 60 installations of the Evolv-CS application, with individual users numbering in the thousands.

- The specific Industry standards that the product was designed to [meet], including any exceptions to those standards.*

The Evolv-CS application is fully HIPAA compliant, and meets EDI standards for billing and claims transmission, as well as many reporting requirements for the 33 states in which we have installations.

3. *Whether the product is CCHIT certified.*
 - a. *If the product is CCHIT certified, for which category and year is it certified? Examples would be "Ambulatory 2006", "Ambulatory 2007", etc.*
 - b. *If the product is not CCHIT certified, do you plan to acquire CCHIT certification and if so, in which category and when?*

Evolv-CS is not currently CCHIT certified, as Behavioral Healthcare standards have not yet been completed and approved. Once the Behavioral Healthcare CCHIT standards are approved, Defran Systems plans to acquire certification for that category.

RR-G-03 *How are enhancement and new release priorities determined?*

System updates are released on a quarterly basis, and enhancements contained therein are based in large part on Client feedback regarding system augmentation that will best suit their needs and assist them in meeting growing demands of internal processes and funder-related requirements. Federal mandates such as HIPAA requirements, EDI protocol and HL-7 standards are given top priority in the development queue.

Items that have been paid for as custom development by individual Clients are also included as top priority releases. System patches and fixes are released ASAP on an as-needed basis either within or between quarterly updates.

RR-G-04 *How are clients supported during the release of an enhancement?*

Customers will be notified via email and the Online Customer Support Tracking System when new releases are available. Instructions on how to download and install the new releases on your system will also be included. (New releases are typically available via the "Downloads" area of the Online Customer Support Tracking System.)

New releases will be provided on a CD upon request. Patches may be sent via an email attachment upon request.

Release notes on all new and/or changed features are supplied with each upgrade release and can be accessed from the Evolv-CS Software Help File. Pre-release notes may be published prior to an actual release date and Webinars are offered to cover all items contained in new releases/updates.

System documentation is contained in the "Help" file and is updated with each upgrade. After the upgrade is performed on your system, reports may be generated that include minimal changes such as fields, forms and data structure changes.

RR-G-05 *Describe the size of the installed base of your solution. Include the number of users and the number of sites where the product is installed.*

There are currently 60 installations of Evolv-CS nationwide with individual users per installation numbering between 10 and 2,500+. Since Evolv-CS is a web-based solution, only one installation per organization is required.

RR-G-06 *Describe any regularly-held seminars or user group meetings available to users of your product and the time/place of the next gathering.*

Defran Systems is constantly in touch with its customers to share information and resources regarding the use of Evolv-CS and all company initiatives. National, regional, and state-wide user groups are held annually. The Evolv-CS National User Group meets at a different location each year and is hosted by Defran Systems. All other meetings are customer initiated, coordinated and attended.

The Evolv-CS 2008 User Group was held in October in Miami, FL. The next User Group will be held in October, 2009 at a location yet to be determined.

Online Webinar sessions are sponsored by Defran Systems on a quarterly basis. Additional webinars are held once or twice a year by individual customers providing an additional forum for all customers to network with their peers.

Information regarding the Evolv application and Defran Systems is shared regularly via the online knowledge base and discussion boards, a quarterly newsletter, press releases, case studies, and the Upgrade Release Notes and Webinar Review.

H. Solution Product Technologies

Software Technologies

RR-H-01 *Provide the technologies used for each solution product identified above.*

#	Product Name	Product Type (Client Server, Web, Etc.)	Operating System (Windows, Unix, Linux, Etc.)	Database (SQL Server, Oracle, DB2, Etc.)	Application Language (VB6, VB.Net , C, C++, C#, Java Etc.)

1	Evolv-CS	Client Server	Windows	SQL Server	Programming languages used are T-SQL, C#, JavaScript and XML, in ASP and ASP.NET environments. The following tools are used: Microsoft® Visual Studio 2005, utilizing the Microsoft® .NET Framework and Visual C#, JavaScript, VBScript and XML/XLST.
2					

Server Hardware Minimum Specifications

RR-H-02 *In the following table, please provide the minimum server hardware technical specification levels for operation of your solution software products. Please consider all types of possible servers such as: database, fax, email, internet, backup, image management, etc.*

#	Primary Server Purpose	Number Of Processors Per Server	Processor Type/Speed (MHz)	Memory (Gig)	Storage (Gig)
1	Database Server	Dual Processor - Dual Core or Quad Core Intel Xeon processor required for new server purchases. Quad Core required for Enterprise Edition.	Intel Xeon Processor, 2GHz minimum	4GB RAM required for Enterprise Edition, more highly recommended.	200+ GB for database and temp database. Additional storage is required if backup copies of the database are stored on the same server. RAID 0 + 1 Recommended (4 drives connected to RAID card)
2	Web Server	IIS 5.0/6.0/7.0	Intel Xeon Processor	1 GB RAM minimum	<5GB for web code

Client Hardware Minimum Specifications

RR-H-03 *In the following table, please provide the minimum client hardware technical specification levels for operation of your solution software products. Please consider all types of client types including workstations, tablet PCs, PDAs, etc.*

#	Type of Client Hardware	Operating System	Processor Type / Speed (MHz)	Memory (Gig)	Browser Level (If Applicable)	Required Disk Space (If Applicable)
1	Workstations	Windows	Intel Pentium 4 processor (minimum)	512 MB (minimum depending on OS)	Microsoft Internet Explorer 6.0 SP1 or higher	N/A
2						

Peripheral Hardware Minimum Specifications

RR-H-04 *Provide the minimum peripheral hardware technical specification levels for operation of your solution software products. Please consider all types of peripherals such as printers, scanners, card readers, notepads, etc.*

#	Type Of Peripheral Hardware	Operating System (If Applicable)	Specifications/Characteristics
1	No specified requirements.		
2			

Minimum Network/Communication Specifications

RR-H-05 *Provide the minimum network/communication technologies employed by your solution software products.*

#	Type Of Network/Communication Technology	Operating System (If Applicable)	Specifications/Characteristics
1	TCP/IP	Windows	
2			

System Backup/Recovery Considerations

System backup and recovery considerations and processes are at the discretion and responsibility of the customer. For local installations, the hardware and infrastructure needed to operate the software will be under the direct control and ownership of the county. Defran Systems can provide recommendations or assistance regarding these procedures, if necessary. Standard backup and recovery techniques and procedures may be used. The system does not impose any limitations.

- RR-H-06** *Describe the system backup process for your core product.*
- RR-H-07** *Can backup be completed in a dynamic mode so that the system can be operational 24 hours per day?*
- RR-H-08** *Describe any automated backup features that allow rapid and unattended backups of system and operational data on a user-scheduled basis.*
- RR-H-09** *Can the system be configured to support improved fault tolerance and system recovery (e.g., mirrored disk drives/servers)?*

Data Archiving Considerations

Evolv-CS does not currently include an archiving feature specifically used for purging or removing records from the database. Inactive records of any kind are not accessible via the interface and are not included in database processing procedures. This is a customer driven feature that has not proven to be a priority or requirement at this time for any of our customers.

- RR-H-10** *What are the capabilities for archiving data?*
- RR-H-11** *What are the capabilities for restoring archived data?*
- RR-H-12** *What tools/media are used for archiving data?*

System Interface Considerations

- RR-H-13** *Describe your overall approach to developing, testing, implementing, and upgrading system interfaces to other third-party systems. Describe the process you use to settle disputes over interfaces between your solution and others.*

Formal interfaces with Evolv-CS and 3rd party systems are handled on an individual basis and built to fit the scope and purpose of the data exchange. The most common request for system interfacing is between Evolv-CS and an agency's accounting package. Utilizing standard ODBC technology and the Evolv-CS Data Dictionary for Report Writing is all you need to successfully connect any application to Evolv-CS. Consulting Services can be provided for agencies that need assistance with this process

Defran Systems has never experienced in situation that resulted in a dispute over interface development.

RR-H-14 *With what version of HL7 is your product compliant?*

Any 2.x HL7 standard.

Data Security Considerations

RR-H-15 *Discuss your approach to data/information security, especially with regards to Internet technologies. What level of encryption and authentication is supported?*

Users typically connect to their Evolv-CS system via SSL 128 bit encrypted connections, although addition layers of security, like Citrix are sometimes used, they are not required. This is the same level of data encryption used in the banking industry. The system allows designed staff, logged in as a system administrator, to setup profiles that will dictate exactly what users can see and do in the system. SSL 128 bit encryption protects access to the database from unauthorized users via the Internet. Standard SQL 2000 database security protocols are used to protect the database.

Scalability Considerations

RR-H-16 *Describe your product's ability to expand to accommodate increasing numbers of users, servers, etc.*

Evolv-CS can easily scale to address increasing numbers of users by adding additional hardware and/or restructuring your environment (moving from a single server to separate database and web servers), or by upgrading existing servers with more powerful hardware features when they become available. Customers that begin their use of the system with moderate to optimum hardware specifications do not find the need to revise or enhance their infrastructures for at least 2-3 years, depending on specific volume issues and barring the desire to incorporate cutting-edge technologies as they become available..

RR-H-17 *Provide any performance metrics that describe the maximum load(s) under which your system can continue to perform at an optimum level.*

RR-H-18 *It is possible that many counties will want to work with the same vendor. How would your company mitigate the impact from potentially high-volume purchases from multiple counties in California? Include in your answer the need to hire additional staff, increase locations and the possible impact to implementation and training schedules, and problem response times.*

Customer Support has always been of utmost importance to Defran Systems, and we pride ourselves on maintaining a 95% customer satisfaction rating. Based on this prioritization, we are always making adjustments to our resources to ensure timely, accurate and high quality customer care.

We recently expanded our implementation and support teams to meet our growing business needs, and we understand that high-volume purchases may necessitate additional staff hiring. If indicated, we would coordinate hiring efforts at the contract finalization stage of the project in order to ensure that trained team members are in place once implementations begin. If volume and needs dictate, we will consider opening offices in CA to meet demands and ensure that all counties are optimally accommodated.

If needed, contract stipulations could dictate dedicated FTE resources for implementation, training and support, if such arrangements were deemed appropriate and necessary to ensure project success.

Counties are welcome to speak with our current clients regarding their client support-related experiences with Defran Systems.

I. Behavioral Health EHR Functional Requirements Survey

RR-I-01 *Please complete the CA BH-EHR Functional Requirements Survey (an Excel spreadsheet) that accompanies this RFI.*

See attached.

J. Implementation Planning

RR-J-01 *Describe your suggested best-practice approach to implementing your solution. Please include details regarding data conversion and training, and how these activities contribute to your suggested approach.*

Over the last five (5) years Defran Systems has taken large steps to enhance and expand its customer services. Evolv-CS customers receive customer service during the initial roll out of the application and throughout the lifetime of their partnership with Defran Systems.

Defran Systems utilizes a combination of custom consulting/analysis and “Train the Trainer” training to address the initial and ongoing system setup and user training needs of our customers.

Following hundreds of software implementations and work with all types and sizes of organizations, Defran Systems has developed a 6-month Implementation Project Timeline which, when closely followed, allows organizations to “go live” with basic Evolv-CS system functionality typically by the fourth (4th) month following installation.

Software Setup Consultation is at the same time standardized in terms of our process, and completely organization-defined - in that the services consists of in-depth analysis of organizational processes and workflows, service requirements, quality controls, billing and contract logic, and the application and tailoring of Evolv-CS to these procedures and requirements.

Providing analysis and consultation related to the county business operations, work process flows and contract requirements yields a greater level of system relevance to its users. Further consultation regarding system modifications /configurations to meet county-specific rules and requirements produces greater satisfaction with the application as a tool that helps workers provide relevant services more efficiently and effectively.

Defran Systems utilizes a “Train the Trainer” approach for all End-User Training coursework. All coursework, including all documentation, is designed from this perspective in order to give course attendees the knowledge and tools they need to train other agency staff. Our extensive experience has led us to conclude that the “Train the Trainer” format is the most cost efficient and learning effective format for a system of this kind.

A Generic Import Facility is available for a one (1)-time import of basic client information from a legacy system into Evolv-CS. This allows Customers to initiate client records in the database without time-consuming and cumbersome data entry, accelerating the implementation and roll-out processes.

Customers are given an MS Access database that includes a small data set and some conversion rules. Customers pull data from their legacy systems into the MS Access database that we provide. Defran Systems will then upsize the MS Access tables to the Evolv-CS database. Please note that this facility was designed for the purpose of initiating client records in the new Evolv-CS database only. It is not a comprehensive or custom conversion program and does not include historical information.

RR-J-02 *What is the typical implementation timeframe for your solution? Express your answer as a range (6 to 12 months, 1 to 2 years, etc.) qualified by a size-of-project; factor such as number of users, total project cost, etc. An example would “6 to 12 months for a total project cost not exceeding \$500,000” etc. Please feel free to share any metrics that you typically use to estimate the timeframe for the implementation for your solution.*

Defran Systems has developed a 6-month Implementation Project Timeline which, when closely followed, allows organizations to “go live” with basic Evolv-CS system functionality typically by the fourth (4th) month following installation.

Implementation Services include both Software Setup Consultation sessions and End-User Training courses. New Customers receive a package of Implementation Services that compliment Defran Systems standard six (6) month project plan for the roll-out of Evolv-CS. Additional Implementation Services may be purchased at anytime as needed.

Because of the way that system set-up and configurability is designed, this timeframe is typical for most organizations with a project cost of up to \$325,000. Larger counties/organizations may chose to roll-out project implementation over a longer timeline for additional service programs or locations, but initial “go live” dates can still be achieved within a 4-6 months timeframe for the programs and/or locations which are initially implemented in project roll-out.

K. Training and Documentation

Training

RR-K-01 *Describe the types of training offered, i.e., end-user, systems administrator, installer, etc.*

- **End-User (System Conventions and Clinical Management)**
- **System Administrator/User Tools**
- **Finance Management**

RR-K-02 *How often is training offered (as needed, or on a set calendar schedule)?*

Train-the-Trainer Training as part of the standard implementation package is provided in 4 phases over the course of the 6-month implementation project timeline. This schedule will be decided by each county individually based on need, availability, and other scheduling considerations.

RR-K-03 *Please give the duration of each class, the location of training and the recommended number of people that should attend training.*

All trainings can be held either on-site at a county location, or at Defran offices, at the county's request.

Trainings consist of nine (9) days total of multiple courses, the duration and specific length of which will be tailed based on the needs of each county. Courses are typically grouped into seven (7)-hour days, and a maximum of six (6) Train-the-Trainer attendees are accommodated in each session. Generally, there will be different staff members trained on different days on various courses specific to their job responsibilities. Course length and content (i.e., Assessments, Tx Planning, etc.) will be adjusted according to the specific needs of the county.

RR-K-04 *Please describe if training is classroom style with an instructor, one-on-one, computer-based training, self-study, etc.*

Training is computer-based and conducted in a classroom, with an instructor, and is hands-on using a specially-designed training version of Evolv-CS.

RR-K-05 *Who provides the training: employees of your company or sub-contractors?*

All Evolv-CS Trainers are Defran Systems employees who have been extensively and specifically trained on the use of the Evolv-CS application.

RR-K-06 *Do you provide clinician-specific training?*

Yes, there are up to 3 days of training (depending on county need) specifically designed for clinicians.

RR-K-07 *Do you provide fiscal-specific training related to billing Short-Doyle Medi-Cal in California?*

Yes, there are 2 days of Finance/billing training provided to fiscal and/or billing staff/end users.

Documentation

RR-K-08 *Describe the documentation (both system and training) provided as part of standard installation approach including:*

1. *Manager and user reference manuals (applications).*
2. *User operator/system administrator manuals.*
3. *Hardware/OS manuals.*
4. *Network and Security.*
5. *Training manuals (initial and ongoing user self-training).*

Defran Systems provides full documentation in the form of manuals and user guides to cover all areas of installation, data conversion, system setup, implementation, training, new software release notes and help files.

- RR-K-09** *Is the documentation available:*
1. *In hardcopy?* **YES**
 2. *On CD-ROM?* **YES**
 3. *On the Local Area Network?* **YES**
 4. *On the Internet?* **YES**

RR-K-10 *How often is your documentation updated? How often are updates made available to the user? How is documentation updated (memo, revised manuals, on-line, CD, etc.)?*

Documentation is updated as needed based on software enhancements and modifications to ensure that relevance is maintained. All updates are provided in the download area of our Online Customer Support Tracking Website, and can be provided via CD-ROM upon request.

L. Contract Support

- RR-L-01** *Do proposed acquisition and/or ongoing maintenance/support costs include:*
1. *Future enhancements to acquired/licensed application modules?* **YES**
 2. *Operating system and related environmental software?* **NO**
 3. *Interface maintenance?* **YES**
 4. *Architectural changes such as migration to emerging technologies and new methods of systems deployment?* **YES**

If not, describe the conditions and terms under which enhancements/new releases are made available to existing customers.

Upgrades are provided to customers as part of a valid Support Services Subscription and made available for download via the Online Support Tracking System.

RR-L-02 *What are your normal support hours (specify time zone)? Where is support staff located?*

Defran Systems support professionals standard hours are from 9:00 am to 7:00 pm Eastern Standard Time (EST). Support staff are located in New York City, NY.

Telephone calls and online support tickets logged between the hours of 6:00 pm - 7:00 am EST may be queued until the following business day.

The Online Customer Support Tracking System is the preferred method of communication and often results in the best response time.

- RR-L-03** *Which of the following support features are available? Check all that apply:*
1. *Toll-free hotline* **YES**
 2. *Remote Monitoring* **YES**
 3. *Remote Diagnostics* **YES**
 4. *Training Tutorials* **YES**
 5. *Web-based support tracking* **YES**

- 6. 24x7 software support **YES**
- 7. 24x7 hardware support **NO N/A**

RR-L-04 Provide the response time for problems reported during:

- 1. Regular business hours.
- 2. Off-hours.

Standard response times are shown in the table below. Issues identified during off hours will be addressed the next business day.

Target Response Times			
Emergency	Urgent	Regular	Enhancement
1 hour	2	3 hours	24 hours

Emergency Support is available after standard hours of operation by calling 917-701-7370. The emergency status of support requests made after standard hours of operation is determined at the discretion of the support dispatcher (person that answers the request). Telephone calls and online support tickets logged between the hours of 6:00 pm - 7:00 am EST may be queued until the following business day.

RR-L-05 Describe your problem reporting software and tools. Are they available via the Internet? Can a list of outstanding problems and enhancements by client be viewed on-line and downloaded?

Online Support Tracking System

The Defran Systems Support Department manages all support requests via the Online Customer Support Tracking System. This state-of-the-art, web-based system gives customers the ability to enter and access support requests 24 hours a day, 7 days a week. In addition, the Online Customer Support Tracking System provides:

- All system documentation including new software release notes, help files, user manuals and forms via the “Downloads” area
- Access to calls made by agency users at any time
- Knowledge base and newsgroup features
- Access to reports that measure resolution time
- A periodic sampling of entries to ensure professional and knowledgeable support is provided

RR-L-06 Describe your firm’s approach to software maintenance agreements. Include how, and at what frequency, your firm provides maintenance and upgrade services in support of your system products.

All Customers with active and current Support Services Subscriptions are entitled to receive system upgrades and enhancements. Upgrades and enhancements are released quarterly and are distributed via the Online Support Tracking System. Customers are issued unique passwords and ID’s for access to our state-of-the-art, online Support Tracking System through which they are notified of any bugs, related patches, and developments via email notifications and online correspondence.

M. Cost and Licensing

RR-M-01 *Describe your pricing and/or licensing models based on the various product functionalities listed above. Do not provide specific pricing in your response, but information on how pricing is derived is pertinent. Examples of pricing models may be: module-based pricing, package or suite pricing, single price package, subscription based, package plus maintenance, etc.*

The Evolv-CS Software Edition License is an unlimited user license, the price of which is based upon the agency's annual operating budget/revenue. Defran Systems does not follow a per seat model or per user model because of its belief that the application should be used by as many agency staff as possible and does not believe that the use of the application should be limited or dictated in any way by the cost of the software.

The unlimited license is not limited to number of users/seats, concurrent connections or physical locations that use the software. The Evolv-CS Software Edition License fee is a one-time fee to purchase and own the Evolv-CS software. The only recurring fee is the Evolv-CS Support Services fee. This fee is paid upfront on an annual basis and is 20% of the Evolv-CS Software Edition License fee.

There are three (3) required components to the Evolv-CS Edition License:

1. Software Edition License fee
2. Support Services fee
3. Implementation Services fee

Additional, but optional fees may include:

1. Conversion Fees
2. Hosting Services Fees
3. Custom Development Fees

RR-M-02 *List any programs your corporation currently participates in, in which you provide a single pricing and licensing model for a large customer with decentralized purchasing (public or private sector), and functional descriptions of that model. Examples of this type of licensing/procurement program may be the State of California Software License Program (SLP), or the California Strategic Sourcing Initiative.*

Defran Systems works exclusively with not-for-profit organizations at the local provider, county and state levels. Contract and pricing models are standard for all types of organizations. Most contracts cover a single entity environment, (provider agency, county entity) however other considerations can be made should counties desire to share a database and/or other resources. Co-op purchasing is available and bulk discounts have been extended in the past.

N. Risks and Issues

RR-N-01 *It is fully expected that Counties will encounter risks/issues that they must manage and mitigate. Please identify the risks/issues that a County is most likely to encounter when implementing your solution. Please include examples from prior implementations of your solution.*

Following hundreds of implementations projects, spanning 25 years we have found that there are a few things that consistently threaten to delay or derail a project.

1. Inconsistent Project Staffing – key staff turnover, high volume staff turnover
2. Changing Agency Priorities – agency is forced to change their focus to other agency initiatives or projects and system project is delayed, sometimes indefinitely
3. Insufficient Authority of Project Staff – key project staff do not have sufficient authority to delegate responsibilities, facilitate decision making, and/or give final sign off on system related decisions

O. Project References

RR-O-01 *Provide a minimum of three (3) previous implementations of your solution that most closely approximate a CA County Behavioral Health setting. Include a California reference if available. Provide names and contact information of individuals who have sufficient experience to speak knowledgeably concerning:*

1. *The implementation process.*
2. *System functionality.*
3. *Vendor support.*
4. *Documentation.*
5. *Training.*
6. *Overall customer satisfaction.*

Stars Behavioral Health Group

Peter Zucker, Vice President of Clinical Services
Long Beach, CA
310-546-7366
pzucker@starsinc.com
<http://www.starsgroup.org/>

Onslow / Carteret County Behavioral Healthcare Services

Susan Taggart, Assistant Area Director
Jacksonville, NC
910-219-8000
susan_taggart@ocbhs.org
www.co.onslow.nc.us/bhcs

North American Family Institute, Inc. (NAFI/NFI)

Chris Gagnon, Controller
Danvers, MA
978-774-0775, 141
ChrisGagnon@nafi.com
www.nafi.com