Appendix C   Vendor Questions

Vendor Questions – COTS Software Set

Anything "Not Applicable" should be marked "NA".

Group	Description	Response	
Infrastructure	1. Typically the State of South Dakota prefers to host all systems. In the event that the State decides that it would be preferable for the vendor to host the system, is this an option?	☐ Yes	☐No
	If you answered Yes to the previous question:		
	Are there planned disruption periods? If yes, then the proposal should include the planned disruption schedule.	☐ Yes	☐No
	Is there a strategy for mitigating unplanned disruptions? If yes, then the proposal should include the strategy and maximum disruption time frames.	☐ Yes	☐No
	Is there a documented disaster recovery plan? If yes, then your proposal should include your disaster recovery plan.	☐ Yes	☐No
	2. Is the User Interface tier server based?	☐ Yes	☐No
	If yes, which configuration is recommended? Non-Microsoft Web server? If yes, then specify in your proposal.	☐ Yes	☐No
	Microsoft Web IIS? If yes, versions should be specified in the proposal.	☐ Yes	☐No
	Citrix Metaframe? If yes, versions should be specified in the proposal.	☐ Yes	☐No
	Other? If yes, then specify in your proposal.	☐ Yes	☐No
	Operating System (OS)_____ OS Version _____ CPU requirement: _____ RAM requirement: _____		
	3. Is there a workstation install requirement?	☐ Yes	☐No
	If yes, then specify in your proposal.		
	4. Is this a browser based User Interface? If yes, then specify required make and versions in your proposal.	☐ Yes	☐No

Group	Description	Response
	5. What are the development technologies used for this system? ASP Version: _____ NET Version: _____ Java/JSP Version: _____ Other? Describe: _____ Version: _____	
	6. Will the system support authentication? If yes, specify in your proposal. For example, Windows Authentication, SQL Server Login, etc.	☐ Yes ☐ No
	7. Will the system infrastructure require an email interface? If yes, specify in your proposal.	☐ Yes ☐ No
	8. Will the system require a database? If so please specify the vendor and version and license requirements in your proposal. Indicate if the database is proprietary.	☐ Yes ☐ No
	9. Will the system infrastructure require database replication? If yes, specify in your proposal.	☐ Yes ☐ No
	10. Will the system require transaction logging for database recovery?	☐ Yes ☐ No
	11. Will the system infrastructure have a special backup requirement? If yes, then specify in your proposal.	☐ Yes ☐ No
	12. Will the system provide an archival solution? If yes, provide a detailed description in your proposal.	☐ Yes ☐ No
	13. Will the system infrastructure have any processes that require scheduling? If yes, then specify in your proposal.	☐ Yes ☐ No
	14. Will the system infrastructure include a separate OLTP or Data Warehouse Implementation? If yes, then specify in your proposal.	☐ Yes ☐ No
	15. Will the system infrastructure require a Business Intelligence solution? If yes, provide a detailed description in your proposal.	☐ Yes ☐ No
	16. Will the system have any workflow requirements? If yes, then specify in your proposal.	☐ Yes ☐ No

Group	Description	Response	
	17. Explain the software licensing model, including the number of concurrent users, ownership of the product, and license duration and renewal.	☐ Yes	☐No
	18. The State expects to be able to move your product without cost for Disaster Recovery purposes and to maintain high availability. Will this be an issue?	☐ Yes	☐No
	19. Can the system be implemented via Citrix? If so, please include 3 client names/contact numbers of those who have implemented your proposed system under Citrix.	☐ Yes	☐No
	20. Will the system implement its own level of security?	☐ Yes	☐No
	21. Can the system be integrated with our enterprise Active Directory to ensure access is controlled?	☐ Yes	☐No
	22. Will the system print to a Citrix compatible networked printer?	☐ Yes	☐No
	23. Will the network communications meet IEEE standard TCP/IP and use either standard ports or State defined ports as the State determines?	☐ Yes	☐No
	24. Will the system provide Internet security functionality on Public portals including encrypted network/secure socket layer. (TLS 1.0/SSL 3.0)?	☐ Yes	☐No
	25. Will the system provide Internet security functionality on a public portal to include firewalls?	☐ Yes	☐No
	26. Will the system support automatic Windows-based report production and distribution to the State via the State Local Area Network (LAN)?	☐ Yes	☐No

Group	Description	Response
	27. It is State policy that no equipment can be connected to State Network without direct approval of BIT Network Technologies, would this affect the implementation of the system?	☐ Yes ☐No
	28. Will all proposed software operate within the State standard equipment as given at: http://bit.sd.gov/bitservices/standards/?	☐ Yes ☐No
	29. Will the server based software support: a. Windows server 2008R2 or higher b. IIS7.0 or higher c. MS SQL Server 2008R2 or higher d. Exchange 2010 or higher e. Citrix presentation server 4.5 or higher f. VMWare ESX 4.1 or higher g. MS Windows Updates h. Symantec End Point Protection Please specify the versions required by the system in your proposal.	☐ Yes ☐No ☐ Yes ☐No ☐ Yes ☐No ☐ Yes ☐No ☐ Yes ☐No ☐ Yes ☐No ☐ Yes ☐No ☐ Yes ☐No
	30. All network systems must operate within the current configurations of the State of South Dakota's firewalls, switches, firewalls, IDS/IPS and desktop security infrastructure. Would this affect the implementation of the system? A Generic Network Diagram will be provided after a Vender has been selected.	☐ Yes ☐No
	31. It is State policy that all systems must be compatible with BITs dynamic IP addressing solution (DHCP). Would this affect the implementation of the system?	☐ Yes ☐No

Group	Description	Response
	32. It is State policy that all systems that require an email interface must leverage existing SMTP processes currently managed by BIT Datacenter. Mail Marshal is the existing product used for SMTP relay. Would this affect the implementation of the system?	☐ Yes ☐No
	33. It is State policy that all Vendor/Contractor Remote Access to systems for support and maintenance on the State Network will only be allowed through Citrix Secure Gateway. Would this affect the implementation of the system?	☐ Yes ☐No
	34. It is State policy that all software must be able to use either standard Internet Protocol ports or Ports as defined by the State of South Dakota BIT Network Technologies. Would this affect the implementation of the system? For example, a web system should use TCP 80 and / or TCP 443 for client access. Deviation of Internet Protocol ports or Ports for your proposal should be mentioned with your response.	☐ Yes ☐No
	35. It is State policy that all HTTP/SSL communication must be able to be run behind State of South Dakota content switches and SSL accelerators for load balancing and off-loading of SSL encryption. If need is determined by the State, would this affect the implementation of the system? The State of South Dakota has hardware installed for an Enterprise solution for content switches and SSL accelerators for load balancing and off-loading of SSL encryption. A Generic Network Diagram will be provided once the Confidentiality agreement is signed.	☐ Yes ☐No
	36. It is State policy that BIT has a virtualize first policy that requires all new system to be configured as virtual machines. Would this affect the implementation of the system?	☐ Yes ☐No

Group	Description	Response
	37. It is State policy that all access from outside of the State of South Dakota's private network will be limited to set ports as defined by the State, and all traffic leaving or entering the State network will be monitored. Would this affect the implementation of the system?	☐ Yes ☐ No
	38. It is State policy that systems must support NAT and PAT running inside the State Network. Would this affect the implementation of the system?	☐ Yes ☐ No
	39. It is State policy that systems must not use dynamic TCP or UDP ports unless the system is a well-known one that is state firewall supported (FTP, TELNET, HTTP, SSH, etc). Would this affect the implementation of the system?	☐ Yes ☐ No
	40. Will the system require web presentation? If so, what are the server-side requirements? Will the system use any Java script?	☐ Yes ☐ No
Data access – export/import capability	41. How does data enter the system (transactional or batch or both)?	
	42. Is the system data exportable by the user for use in tools like Excel or Access?	☐ Yes ☐ No
	43. Will user customizable data elements be exportable also?	☐ Yes ☐ No
User configurable permissions	44. Will the system support authorization? If yes, specify in your proposal. For example, role based authorization for functionality and data.	☐ Yes ☐ No
	45. Will the system distinguish between local versus global administrators where local administrators have rights to user management only for the program area that they are associated with and global administrators have rights for the entire system?	☐ Yes ☐ No
Audit & Security Capabilities	46. Will this system provide the capability to track data entry/access by the person, date and time?	☐ Yes ☐ No

Group	Description	Response
	47. Will the system provide data encryption for sensitive information both in storage and transmission? Please explain in your proposal.	☐ Yes ☐ No
	48. It is State policy that systems at the discretion of the State may have a Security Audit performed on it by BIT or a 3rd Party for security vulnerabilities. Would this affect the implementation of the system?	☐ Yes ☐ No
	49. The Vendors/Contractors are also expected to reply to follow-up questions in response to the answers they provided to the security questions. At the state's discretion a vendor's answers to the follow-up questions may be required in writing and/or verbally. The answers provided may be used as part of the vendor selection criteria. Is this acceptable?	☐ Yes ☐ No
Backup	50. The State of South Dakota currently schedules routine maintenance from 0400 to 0700 on Tuesday mornings for our non-mainframe environments and once a month from 0500 to 1200 for our mainframe environment. Systems will be offline during these scheduled maintenance time periods. Will this have a detrimental effect to the system?	☐ Yes ☐ No
Installation	51. Will the vendor provide assistance with installation?	☐ Yes ☐ No
	52. Is there an installation guide available and will you provide a copy to the State (The State is willing to sign a non-disclosure agreement)	☐ Yes ☐ No
	53. Is telephone assistance available?	☐ Yes ☐ No
	54. Is on-site assistance available? If so, is there a charge?	☐ Yes ☐ No
Testing	55. Will the implementation plan include user acceptance testing?	☐ Yes ☐ No
	56. Will there be documented test plans for future releases including any customizations done for the State of South Dakota?	☐ Yes ☐ No

Group	Description	Response
Training	57. Is training part of the package? If yes, please specify in your proposal. For example, initial training for all users and supplemental training for new employees.	☐ Yes ☐ No
User Manual	58. Is there a user manual and will you provide a copy to the State (The State is willing to sign a non-disclosure agreement)?	☐ Yes ☐ No
	59. If yes, is the manual electronically available?	☐ Yes ☐ No
	60. Is there on-line help assistance available?	☐ Yes ☐ No
Post-installation support	61. Do you have Support options available? If yes, specify options in the proposal.	☐ Yes ☐ No
	62. Is there a method established to communicate availability of system updates? If yes, please indicate the method and the number of updates per year in the proposal.	☐ Yes ☐ No
	63. Is there an established method to acquire system updates? If yes, specify in the proposal.	☐ Yes ☐ No
	64. The State implements enterprise wide anti-virus solutions on all servers and workstations as well as controls the roll-outs of any and all Microsoft patches based on level of criticality. Do you have any concerns in regards to this process? If yes, specify in your proposal.	☐ Yes ☐ No
Customization	65. Will you provide customization of the system if required by the State of South Dakota? If yes, then specify the process and fee structure for custom work in your proposal.	☐ Yes ☐ No
	66. Do you have a formal change management process? If yes, please specify in your proposal.	☐ Yes ☐ No
Intellectual Property	67. Will the State of South Dakota have access to the underlying data and data model for ad hoc reporting purposes?	☐ Yes ☐ No

Group	Description	Response
	68. Will the source code for the system be put in escrow for the State of South Dakota?	☐ Yes ☐ No
	69. If the source code is placed in escrow, will the vendor pay the associated escrow fees?	☐ Yes ☐ No
	70. If the State of South Dakota will gain ownership of the software, does the proposal include a knowledge transfer plan? If yes, please specify in the proposal.	☐ Yes ☐ No
	71. Explain the software licensing model, including the number of concurrent users, ownership of the product, and license duration and renewal. When providing licensing options and costs please include the options and costs for both a leased model as well as a perpetual license agreement. Please specify in your proposal	
	72. Explain the basis on which pricing could change for the state based on your licensing model. Can it change for example based on: install base, number of concurrent users, number of authorized users, size of the enterprise, attributes of the hardware hosting the application, attributes of the VM in which the application runs, number of servers (host or guest) in which the application is executing, usage based, etc. . Please specify in your proposal.	
	73. Contractually, how many years price lock are you offering the state as part of your response? Also as part of your response, how many additional years are you offering to limit price increases and by what percent? Please specify in your proposal.	

Vendor Questions - Hosted Application Set

Anything "Not Applicable" should be marked "NA".

Group	Description	Response	
	1. Is there a documented disaster recovery plan? If yes, then your proposal should include your disaster recovery plan	☐ Yes	☐No
	2. Are there planned disruption periods? If yes, then your proposal should include the planned disruption schedule.	☐ Yes	☐No
	3. Is there a strategy for mitigating unplanned disruptions? If yes, then your proposal should include the strategy and maximum disruption time frames.	☐ Yes	☐No
	4. Is there a workstation install requirement? If yes, then specify in your proposal.	☐ Yes	☐No
	5. Is this a browser based User interface? If yes, then specify supported browsers and versions in your proposal.	☐ Yes	☐No
	6. Do you have Support options available? If yes, specify options in the proposal.	☐ Yes	☐No
	7. Is there a user manual?	☐ Yes	☐No
	8. If yes, is the manual electronically available?	☐ Yes	☐No
	9. Is there on-line help assistance available?	☐ Yes	☐No
	10. Will you provide customization of the system if required by the State of South Dakota? If yes, then specify the process and fee structure for custom work in your proposal.	☐ Yes	☐No
	11. Do you have a formal change management process? If yes, please specify in your proposal.	☐ Yes	☐No
	12. If the source code is placed in escrow, will the vendor pay the associated escrow fees?	☐ Yes	☐No
	13. Will the State of South Dakota own the data created in your hosting environment? If no, please explain.	☐ Yes	☐No

Group	Description	Response	
	14. Will the State acquire the data at contract conclusion? If yes, please explain how the data will be acquired.	☐ Yes	☐No
	15. Will organizations other than the State of South Dakota have access to our data? If yes, please explain.	☐ Yes	☐No
	16. Will the State's data be used for any other purposes other than South Dakota's usage? If yes, please explain.	☐ Yes	☐No
	17. Will the State's data be protected? If yes, please explain.	☐ Yes	☐No