8. VENDOR EVALUATION CRITERIA:

Vendors will be evaluated based on the categories mentioned below but not limited to the following list. Each proposal will be given a score based on the relative importance assigned to different categories.

- ➢ Reliability
- ➢ Technical capability
- ➢ Customer Service
- ➢ Ethical Standards
- ➢ Culture Fit
- ➢ Innovation
- ➢ Sustainability
- ➢ Project approach and staffing
- ➢ Cost and Quality

Questions:

i. How does the vendor ensure the quality of their products or services? Can they provide samples or demonstrations to show their level of quality?

ii. How do you handle incidents or breaches related to data security and privacy? Can you provide examples of how you have responded to incidents in the past?

iii. How does the vendor handle customer service issues or complaints? Can they provide examples of how they have resolved similar issues in the past?

iv. What is the vendor's financial situation? Can they provide financial statements or other documentation to demonstrate their financial stability?

v. What is the vendor's experience in the industry? Can they provide references or case studies from similar clients they have worked with in the past?

Security Management:

Vendors are required to maintain clear document information of security philosophy and rationale, regularly assessing risk, and ensuring that hardware and software is kept up to date. A business continuity plan must also be implemented. Access to client content must be restricted to only those people working on the project, with anyone else required to sign a non-disclosure agreement. These measures ensure that client data and materials remain secure throughout the course of the project.

Network:

Vendors working with Netflix are required to implement a number of measures related to network connectivity. This includes implementing network connectivity based on least-privilege, such as zero-trust or network segmentation via VLAN or physical air gap, if appropriate. For remote access to the network, vendors are required to use VPN, ideally with multi-factor authentication (MFA). These measures ensure that access to the network is secure, and that all activity is monitored and recorded, thereby minimizing the risk of unauthorized access or data breaches.

Identity (eg.: User Control)

This is important for protecting against unauthorized access to Netflix's assets, including its digital content, user data, and infrastructure. Implement an authentication framework that can accurately verify the identity of users on the content-handling network. Additionally, an authorization framework should be implemented to provide access privileges based on the principle of least privilege.

Cloud Infrastructure:

Should be able to provide cloud infrastructure services that can handle the scale and complexity of Netflix's streaming platform.

Billing Management Solutions:

The evaluation of vendors will be based on their ability to offer billing management solutions that come with discounts or promotions for family plans and students. Consider the pricing structure and terms of each vendor, such as the percentage of the discount, the eligibility criteria, and the duration of the promotion.

Technical Capabilities:

This includes their ability to provide high-quality and diverse content, optimize streaming for different devices and platforms, and ensure fast load times, minimal buffering, and high video quality.