7.0 Offshoring Questionnaire

In the event a Vendor intends to use offshore resources for any component of the Implementation or support and maintenance, please complete the following.

* + 1. What are the specific (city and country) locations of Vendor’s data centers including disaster recovery sites?

**RESPONSE FROM OPEN:**

PMO

* + 1. What work will be performed offshore?

**RESPONSE FROM OPEN:**

PMO

* + 1. Specifically, where would any offshore work occur (city and country)?

**RESPONSE FROM OPEN:**

PMO

* + 1. How will work be scheduled?

**RESPONSE FROM OPEN:**

PMO

* + 1. Is there regular communication between the offshore team and EMWD’s personnel?

**RESPONSE FROM OPEN:**

PMO

* + 1. If so, verify these conversations, video sessions, etc. will occur during normal EMWD’s business hours (8am – 5pm PT).

**RESPONSE FROM OPEN:**

PMO

* + 1. How will work be tested prior to release to EMWD’s?

**RESPONSE FROM OPEN:**

PMO

* + 1. What guarantees does EMWD’s have that code is high-quality upon arrival?

**RESPONSE FROM OPEN:**

PMO

* + 1. How will knowledge transfer be managed?

**RESPONSE FROM OPEN:**

PMO

* + 1. Will there be a U.S.-based manager (single point of contact) that will manage the offshore resources on behalf of EMWD?

**RESPONSE FROM OPEN:**

PMO

* + 1. Does the offshore resource(s) need network access into EMWD?

**RESPONSE FROM OPEN:**

PMO

* + 1. What type of access is required?

**RESPONSE FROM OPEN:**

PMO

* + 1. What type of security is in place to ensure unauthorized code, viruses, malware, or other attacks will prevent access to sensitive data?

**RESPONSE FROM OPEN:**

PMO

* + 1. How do you protect customer information?

**RESPONSE FROM OPEN:**

PMO

* + 1. Will the offshore resources ever travel to EMWD? If so, what guarantees does EMWD have that all personnel will have proper Visas, travel documents, and are able to legally travel to the U.S.?

**RESPONSE FROM OPEN:**

PMO

* + 1. Is EMWD expected to pay a higher rate for offshore resource travel expenses?

**RESPONSE FROM OPEN:**

PMO