1.0 Preferred Technology

EMWD has identified the following preferred technology considerations. Vendors that fully support these technologies will be given preference.

1. The proposed system must have been developed on and fully support either Microsoft SQL Server, Oracle, or other major commercial RBMS system. Please specify the database and versions certified with your proposed system.

**RESPONSE FROM OPEN:**

Sales Consultant

1. If the proposed system utilizes a web browser user interface, please indicate which browsers and browser versions are certified with your proposed system.

a) Internet Explorer 11+, Edge

b) Mozilla Firefox 55+

c) Google Chrome 55+

d) Safari 9+

**RESPONSE FROM OPEN:**

Sales Consultant

1. Describe what skill set(s) would be needed to support, change or build integrations for this application. EMWD prefers to support all integrations. Please identify whether Vendor support is required for ongoing support and maintenance for the integration points. Provide links to architecture documentation, entity relationship diagrams, interface specifications, and web service documentation.

**RESPONSE FROM OPEN:**

Sales Consultant

1. Provide the number of installations currently in production, shown by the combination of operating systems, databases, browsers you support using matrix below.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Largest Number of Agents | Number of Active Installs | Database | Operating  System | Infrastructure |
| Number installations in production |  |  |  |  |  |
|  |  |  | MS SQL  Server |  | Virtual (Oracle VM, VMWare or HyperV) |
|  |  |  | MS SQL  Server |  | Physical |
|  |  |  | Oracle |  | Virtual (Oracle VM, VMWare or HyperV) |
|  |  |  | Oracle |  | Physical |
|  |  |  | Other (specify) |  | Virtual (Oracle VM, VMWare or HyperV) |
|  |  |  | Other (specify) |  | Physical |
| Number installations in implementation phase |  |  |  |  |  |
|  |  |  | MS SQL  Server |  | Virtual (Oracle VM, VMWare or HyperV) |
|  |  |  | MS SQL  Server |  | Physical |
|  |  |  | Oracle |  | Virtual (Oracle VM, VMWare or HyperV) |
|  |  |  | Oracle |  | Physical |
|  |  |  | Other (specify) |  | Virtual (Oracle VM, VMWare or HyperV |
|  |  |  | Other (specify) |  | Physical |

**RESPONSE FROM OPEN:**

Sales Consultant

2.0 Technology Stack

1. Please describe the technology architecture required to support the proposed solution. Provide a diagram.

**RESPONSE FROM OPEN:**

Sales Consultant

1. What disaster recovery options are available and specify the licensing and hardware requirements for each available, certified option.

**RESPONSE FROM OPEN:**

Sales Consultant

1. Provide recommended hardware specifications for the proposed solution. These specifications should list the hardware required for development, testing, training, production and disaster recovery environments recommended by the Vendor to support the application for EMWD. The production configuration shall be such to successfully meet or exceed the service levels based on user, size, and usage loads described in EMWD RFP.

**RESPONSE FROM OPEN:**

Sales Consultant

1. Fully explain licensing for all specified products, including server-based, named user-based, concurrent use-based, CPU, CPU core-based. Please account for all hardware specified in 2.0.3 above.

**RESPONSE FROM OPEN:**

Sales Consultant

1. Many Vendors appear to utilize different technology components to support their applications. How do you manage the utilization of new versions or software updates of third-party technology components? Are the license agreements with third-party providers separate (not included in cost) or will licensing be bundled with the System (included in cost)? List any open source software components used within the System.

**RESPONSE FROM OPEN:**

Sales Consultant

1. Can the administrator force a user to exit the System and does that process reclaim server, application, and database resources? Will the session be terminated gracefully, or is there potential for data corruption?

**RESPONSE FROM OPEN:**

Sales Consultant

2.1 Servers

1. For the proposed configuration, how many physical servers are required per environment?

**RESPONSE FROM OPEN:**

Sales Consultant

1. Which of the required servers can be run in a virtualized environment? Does the recommendation differ between production and non-production environments? If so, indicate differences and provide an explanation.

**RESPONSE FROM OPEN:**

Sales Consultant

1. If virtualization is not supported, what is the time table when virtualization will be supported by your organization?

**RESPONSE FROM OPEN:**

Sales Consultant

1. Are there any special considerations for licensing in a virtualized environment?

**RESPONSE FROM OPEN:**

Sales Consultant

1. Please describe other processes, applications or tasks that will reside on each server based on your system design.

**RESPONSE FROM OPEN:**

Sales Consultant

1. How are time changes for Daylight Saving Time managed? Does the system self-correct, or does it require intervention from technical staff?

**RESPONSE FROM OPEN:**

Sales Consultant

1. Does the vendor recommend server restarts at any particular interval?

**RESPONSE FROM OPEN:**

Sales Consultant

1. Describe what application servers, including vendor and version, are utilized by the solutions being proposed.

**RESPONSE FROM OPEN:**

Sales Consultant

1. Do all application server processes run as a service without requiring the server console to be logged in?

**RESPONSE FROM OPEN:**

Sales Consultant

1. Explain how your solution leverages LDAP to authenticate users and enforce policies.

**RESPONSE FROM OPEN:**

Sales Consultant

1. What clustering, redundancy, or other High-Availability (HA) capabilities are provided by or supported by this product? For each proposed platform, provide details about clustering options and supported models (e.g., active or passive), capabilities, and limitations of the application.

**RESPONSE FROM OPEN:**

Sales Consultant

2.2 Database Platforms

1. How does the client connect to the database (ODBC, JDBC, Named Pipes, RPC, native clients, etc.)?

**RESPONSE FROM OPEN:**

Sales Consultant

1. Does the proposed application utilize Windows-integrated authentication or require a database logon?

**RESPONSE FROM OPEN:**

Sales Consultant

1. Will EMWD have access to their data. If so, how is this accessed achieved?

**RESPONSE FROM OPEN:**

Sales Consultant

1. Are database or application roles used by the proposed solution? If pre-defined database roles are used, which ones?

**RESPONSE FROM OPEN:**

Sales Consultant

1. Are there any requirements/restrictions for sharing or not sharing a Database Server installation between the proposed solutions and other EMWD application databases?

**RESPONSE FROM OPEN:**

Sales Consultant

1. Is EMWD allowed to modify application tables or views? Are modification guidelines well documented to avoid upgrade issues? Would making these changes have any licensing implications?

**RESPONSE FROM OPEN:**

Sales Consultant

1. Is EMWD allowed to change default passwords on all delivered service and management accounts? If not, provide an explanation as to why this is the case and identify if the default Users can be disabled.

**RESPONSE FROM OPEN:**

Sales Consultant

1. Does the vendor provide a built-in method for cloning production database to a test database? Please provide complete documentation for the cloning process if applicable.

**RESPONSE FROM OPEN:**

Sales Consultant

1. What tools or methods are provided for database performance tuning and optimization?

**RESPONSE FROM OPEN:**

Sales Consultant

1. What level of direct database access is vendor supported? Specify the tables/views/stored procedures.

**RESPONSE FROM OPEN:**

Sales Consultant

1. Are direct database connections outside the application interface used for reporting, queries, or other non-administrative functions? If direct database connections are used for any non-administrative purposes, e.g. reporting, how is authentication security managed and are these connections logged?

**RESPONSE FROM OPEN:**

Sales Consultant

1. Is all data encrypted at rest and in transit?

**RESPONSE FROM OPEN:**

Sales Consultant

2.3 EAI / SOA

EMWD is interested in understanding the vendor’s approach or future plans related to Enterprise Application Integration (EAI) and / or Service Oriented Architecture (SOA).

1. If you use these technologies, please describe your general approach.

**RESPONSE FROM OPEN:**

Sales Consultant

1. Specifically, do your integration options utilize XML, JSON or other?

**RESPONSE FROM OPEN:**

Sales Consultant

1. Will this technology be utilized exclusively on the proposed implementation project?

**RESPONSE FROM OPEN:**

Sales Consultant

1. Describe which EMWD specified interfaces will utilize your EAI/SOA approach.

**RESPONSE FROM OPEN:**

Sales Consultant

1. Describe and provide all web services documentation, including security model, encryption and authentication.

**RESPONSE FROM OPEN:**

Sales Consultant

1. Provide licensing model for each web service endpoint.

**RESPONSE FROM OPEN:**

Sales Consultant

1. Provide the number of installations currently in production using web services.

**RESPONSE FROM OPEN:**

Sales Consultant

3.0 Client Workstations

1. Is the client browser based?

**RESPONSE FROM OPEN:**

Sales Consultant

1. Describe any objects other than pure HTML that are downloaded to a client machine accessing this application through a browser interface. What version of HTML do you support?

**RESPONSE FROM OPEN:**

Sales Consultant

1. Which client operating systems are supported? (OSX, Android, iOS, Windows 10, etc.) How many customer installations does the vendor have using each supported operating system?

**RESPONSE FROM OPEN:**

Sales Consultant

1. Provide all client installation and configuration documentation. Describe all file installations and machine configuration steps required for client machines.

**RESPONSE FROM OPEN:**

Sales Consultant

1. What automation tools are provided for client configuration and management?

**RESPONSE FROM OPEN:**

Sales Consultant

1. Does the client depend on an active internet connection in order to run? Would your solution support this for both mobile and in the office?

**RESPONSE FROM OPEN:**

Sales Consultant

1. Describe the encryption controls your solution supports such as Secure Sockets Layer (or other industry-standard transport security).

**RESPONSE FROM OPEN:**

Sales Consultant

1. What methods are available for multi-factor authentication? Can it be enforced for a subset of users?

**RESPONSE FROM OPEN:**

Sales Consultant

1. Describe client-server encryption support.

**RESPONSE FROM OPEN:**

Sales Consultant

4.0 Operations

4.1 General

1. Document the number of technical Full-time Equivalents (FTE) or portions of FTEs required by EMWD to support the proposed solutions post-Implementation based on your experience with customers of similar size and/or complexity. This is the staffing estimate you believe will be required to specifically support the applications in a production environment (use the matrix below). Please add any additional roles, if missing.

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Programmer / Analyst | Functional Business Analyst | Support  Analyst | DBA | SQL | Linux | Batch Operator | System Admins |
| FTE |  |  |  |  |  |  |  |  |
| PTE |  |  |  |  |  |  |  |  |

**RESPONSE FROM OPEN:**

Sales Consultant

1. Can administrative messages be sent to all users of the System from within the proposed solutions?

**RESPONSE FROM OPEN:**

Sales Consultant

1. Is it possible to identify if users are currently logged in and what component of the proposed system they are using?

**RESPONSE FROM OPEN:**

Sales Consultant

1. What operational tasks need to be run through batch processing?

**RESPONSE FROM OPEN:**

Sales Consultant

1. Describe application settings and configuration capabilities, how they are documented and how they can be consistently migrated between environments.

**RESPONSE FROM OPEN:**

Sales Consultant

1. How do you recommend monitoring the health of the System? Describe what tools are present or can be created to monitor the overall health of the software and systems. This includes real-time proactive performance monitoring and monitoring of background and batch processes.

**RESPONSE FROM OPEN:**

Sales Consultant

1. Beyond the typical command line interface, describe GUI-based system tools the System provides for active system monitoring.

**RESPONSE FROM OPEN:**

Sales Consultant

1. What types of performance logs are provided for the system to determine issues?

**RESPONSE FROM OPEN:**

Sales Consultant

1. Does the application have a dashboard that provides information on the operational status of all its components and access to logs?

**RESPONSE FROM OPEN:**

Sales Consultant

1. What workflow capabilities does the System have? How do you recommend workflows be setup and managed and by what skill level?

**RESPONSE FROM OPEN:**

Sales Consultant

1. Is there a timeout parameter for releasing resources on inactive sessions?

**RESPONSE FROM OPEN:**

Sales Consultant

4.2 Electronic Archiving

1. Are other applications or hardware required that are not part of your Proposal to create, access and display electronically archived data? If yes, please describe the necessary software and hardware. Additional costs should be added to Attachment B – Cost Matrix.

**RESPONSE FROM OPEN:**

Sales Consultant

1. What third party document management systems are supported by your solution?

**RESPONSE FROM OPEN:**

Sales Consultant

1. Does the solution provide for electronic archiving in PDF/A format?

**RESPONSE FROM OPEN:**

Sales Consultant

1. Can images be retrieved from the electronic archive or other electronic means using a standard browser? Will the image reside on-site or off-site?

**RESPONSE FROM OPEN:**

Sales Consultant

1. How do you configure a retention schedule in the product? How do you purge expired content?

**RESPONSE FROM OPEN:**

Sales Consultant

1. Does your system support reporting from live data and archived data seamlessly between the two without the need to import archived data into the live dataset?

**RESPONSE FROM OPEN:**

Sales Consultant

1. Explain how archiving and purging affects operations and/or performance.

**RESPONSE FROM OPEN:**

Sales Consultant

1. Does your application have reporting capability to support users’ research of what customer data is available on an archived set of data?

**RESPONSE FROM OPEN:**

Sales Consultant

1. Provide the number of installations currently in production using data archiving.

**RESPONSE FROM OPEN:**

Sales Consultant

4.3 Business Continuity

1. EMWD desires a failover solution. Explain how your application/system can support this type of failover. Include architecture and costs for a Disaster Recovery solution in Addendum C – Cost Matrix.

**RESPONSE FROM OPEN:**

Sales Consultant

1. Describe the tests performed for System reliability and disaster recovery prior to Go-Live. Do you support “pull the plug” failover testing? Describe your failover testing process.

**RESPONSE FROM OPEN:**

Sales Consultant

1. Does your system support hot backups? In other words, can we take a backup while users are connected to the system?

**RESPONSE FROM OPEN:**

Sales Consultant

1. Explain what backup and recovery tools are provided by or recommended for the System. Are system administration tools provided?

**RESPONSE FROM OPEN:**

Sales Consultant

1. Discuss your overall abilities and limitations when conducting backup and restore operations. i.e. point-in-time recovery, table-level restore or row-level.

**RESPONSE FROM OPEN:**

Sales Consultant

1. What capabilities exist for maintaining parallel or mirrored processing systems at remote locations? What Disaster Recovery processes are included with your application/database?

**RESPONSE FROM OPEN:**

Sales Consultant

1. If you provide a backup solution, what is the estimated time for full recovery from backup media onto new equipment? Do you support bare metal restore capability?

**RESPONSE FROM OPEN:**

Sales Consultant

4.4 Batch Processing/Scheduling

1. Describe in detail the scheduling capabilities of the proposed system.

**RESPONSE FROM OPEN:**

Sales Consultant

1. Can report generation and other System functions be controlled by operating system scheduling tools?

**RESPONSE FROM OPEN:**

Sales Consultant

1. If the batch processing capability is part of the System, can it be used to manage and schedule processes outside the core system? Provide a brief description of this capability.

**RESPONSE FROM OPEN:**

Sales Consultant

1. Describe the required and optional elements of routine daily batch processing.

**RESPONSE FROM OPEN:**

Sales Consultant

1. Describe the re-start process if a batch program failure occurs. Describe the roll-back and commit processing of a batch program.

**RESPONSE FROM OPEN:**

Sales Consultant

1. Do you provide a tool for monitoring and managing batch jobs? If so, please describe. If not, how are batch failures monitored, and is there a notification process (email/text/log)?

**RESPONSE FROM OPEN:**

Sales Consultant

1. Can the customer define run criteria (i.e., pre-requisites, co-requisites, and post-requisites, incompatibilities, and prioritization rules)?

**RESPONSE FROM OPEN:**

Sales Consultant

1. Include the documentation that the vendor provides surrounding batch processing and job dependencies including inputs and outputs.

**RESPONSE FROM OPEN:**

Sales Consultant

1. Describe any special periodic jobs (i.e., monthly, quarterly, yearly, clean-up and fixes, special requests) that may be run or that must be run in the batch/scheduler.

**RESPONSE FROM OPEN:**

Sales Consultant

1. Describe how user access is impacted during the batch processing. Explain read-only and update capabilities of user access during the batch processing.

**RESPONSE FROM OPEN:**

Sales Consultant

1. Describe how the batch scheduler can be updated to add new processes?

**RESPONSE FROM OPEN:**

Sales Consultant

1. Can scheduled batch or internal processes have linked dependencies to other processes and can they be easily determined, identified, and viewed?

**RESPONSE FROM OPEN:**

Sales Consultant

1. Describe the batch schedule history data and interface and the future scheduling interface.

**RESPONSE FROM OPEN:**

Sales Consultant

1. Does job scheduler have the ability to schedule around non-business days?

**RESPONSE FROM OPEN:**

Sales Consultant

1. Does the solution have the ability to integrate with third-party job scheduling tools? If so, which ones?

**RESPONSE FROM OPEN:**

Sales Consultant

5.0 Support and Maintenance

5.1 Patching & Updates

1. What is the typical, step-by-step procedure to implement an upgrade or patch for a particular module?

**RESPONSE FROM OPEN:**

Sales Consultant

1. How do you notify customers of patches, critical fixes, enhancements, needed security patches, etc?

**RESPONSE FROM OPEN:**

Sales Consultant

1. Describe how you manage the installation of patches, critical fixes, enhancements etc.

**RESPONSE FROM OPEN:**

Sales Consultant

1. Do you provide an itemized list of what is updated in each patch, along with descriptions and change logs? Please provide examples of patch documentation.

**RESPONSE FROM OPEN:**

Sales Consultant

1. How can both you and your customer tell if a patch has been applied?

**RESPONSE FROM OPEN:**

Sales Consultant

1. Describe your response times and philosophy in validating and certifying new releases, patches, or updates to the system after updates to any operating systems on which the system depends. Specify the response times and provide examples from recent operating system updates.

**RESPONSE FROM OPEN:**

Sales Consultant

1. Describe the support process for reporting deficiencies, from the time of reporting a defect through the correction being delivered and applied to EMWD system. Are there any costs other than annual maintenance fees? If so, please add these to the Attachment B, Cost Matrix.

**RESPONSE FROM OPEN:**

Sales Consultant

1. Describe the classification process for deficiencies and how the vendor prioritizes these corrections. Provide the typical timeframes for deficiencies being corrected and delivered back to the customer.

**RESPONSE FROM OPEN:**

Sales Consultant

1. Describe any contractual commitments the vendor is willing to provide related to software corrections. What will EMWD role be in determining the priority and timeframe for the correction to be implemented? Can EMWD escalate a work ticket, and if so, describe the process.

**RESPONSE FROM OPEN:**

Sales Consultant

5.2 Application Enhancements

1. Describe the process of requesting enhancements from the vendor.

**RESPONSE FROM OPEN:**

Sales Consultant

1. Please provide a log of all enhancement requests categorized by priority and function for the last 2 years

**RESPONSE FROM OPEN:**

Sales Consultant

1. How many client enhancements have been added to the most recent release?

**RESPONSE FROM OPEN:**

Sales Consultant

1. How are new enhancements selected for new versions? Is there client involvement? If so, describe.

**RESPONSE FROM OPEN:**

Sales Consultant

1. Describe the process for adding client modifications to the baseline system. Will the modifications and interfaces the vendor has proposed to EMWD be available in the next version of the product?

**RESPONSE FROM OPEN:**

Sales Consultant

1. How often are product updates released?

**RESPONSE FROM OPEN:**

Sales Consultant

1. Will EMWD have the ability to opt-out or disable new enhancements to the system that might impact functionality or processes?

**RESPONSE FROM OPEN:**

Sales Consultant

5.3 Product Support

1. EMWD prefers any data centers and/or customer support centers used by vendors to be located in North America. Describe the support facilities available to users of this application given EMWD geographic location, including the number of staff and hours of operation. Include United States-based facilities locations and time zones. If support is in a different time zone, describe how it will accommodate EMWD support needs.

**RESPONSE FROM OPEN:**

Sales Consultant

1. Are there different levels of product support? Describe the different levels of support, SLAs, and the costs of each level.

**RESPONSE FROM OPEN:**

Sales Consultant

1. Describe the process for EMWD to request service.

**RESPONSE FROM OPEN:**

Sales Consultant

1. What online forums or searchable knowledge bases are available for this application?

**RESPONSE FROM OPEN:**

Sales Consultant

1. Would EMWD have an account manager responsible for its software issues or would EMWD utilize a call center? Explain the process.

**RESPONSE FROM OPEN:**

Sales Consultant

1. Describe the dedicated group that will be responsible for supporting EMWD.

**RESPONSE FROM OPEN:**

Sales Consultant

1. Describe the process for receiving support and how that process will be managed for all proposed components for your solution.

**RESPONSE FROM OPEN:**

Sales Consultant

1. Describe what is included and not included in technical software support? Are “How To” questions included?

**RESPONSE FROM OPEN:**

Sales Consultant

1. How you provide technical support? Do you need remote log in capabilities? Screen sharing, impersonation?

**RESPONSE FROM OPEN:**

Sales Consultant

1. Shared logins are prohibited by EMWD policy. Does that impact your support model?

**RESPONSE FROM OPEN:**

Sales Consultant

1. Does the vendor require a live internet connection into the system for the proposed support model to work? If so, how is the data protected?

**RESPONSE FROM OPEN:**

Sales Consultant

5.4 System Documentation

1. List and describe the base software documentation provided. Provide any recommended supplemental documentation or publications that would assist EMWD operations team to support all component software.

**RESPONSE FROM OPEN:**

Sales Consultant

1. Please describe documentation that will be provided (User Guides/Quick Start Guides, etc.)

**RESPONSE FROM OPEN:**

Sales Consultant

1. Please describe any documentation that is provided to EMWD operational team that would support troubleshooting of the day-to-day problems. Is a knowledge base (both internal and user community) accessible and kept updated?

**RESPONSE FROM OPEN:**

Sales Consultant

1. List and describe any documentation or online products that are provided as self-help or knowledge base type applications. Describe search capabilities and show an example.

**RESPONSE FROM OPEN:**

Sales Consultant

5.5 Software Development

1. List all languages used to create the proposed solutions and approximate percentage of the system that is written in each language.

**RESPONSE FROM OPEN:**

Sales Consultant

1. If more than one language is used, provide a description of the languages and how they are utilized (i.e., all batch programs use Perl, except for four C++ applications that perform X functions).

**RESPONSE FROM OPEN:**

Sales Consultant

1. How do you verify and assure that all required software utilized within the solution is on compatible versions?

**RESPONSE FROM OPEN:**

Sales Consultant

1. Describe the tools and methods used to migrate code from development to production, including the code rollback process, and how code versioning is managed. Describe any associated licensing requirements related to these tools and any costs that should be added to Attachment B – Cost Matrix.

**RESPONSE FROM OPEN:**

Sales Consultant

1. What standards process does your software development team utilize to reduce security risks (i.e., Microsoft Security Development Lifecycle, NIST, OWASP, or similar)?

**RESPONSE FROM OPEN:**

Sales Consultant

1. Does Vendor’s license provide the source code to the utility?

**RESPONSE FROM OPEN:**

Sales Consultant

1. Do you put source code in Escrow for your customers? If so, what is the additional cost to subscribe? Please include cost in Attachment B – Cost Matrix.

**RESPONSE FROM OPEN:**

Sales Consultant

1. How does the Vendor support code modified by EMWD?

**RESPONSE FROM OPEN:**

Sales Consultant

1. Describe how custom programming changes are documented. Is there any automation for this process? How are code reviews performed with the EMWD IT Team?

**RESPONSE FROM OPEN:**

Sales Consultant

1. What validation does the Vendor provide of underlying component patches, i.e., operating system, databases, network, browsers, etc.?

**RESPONSE FROM OPEN:**

Sales Consultant

1. What documentation is provided that outlines the specifics of what is included in each patch, each release, and each upgrade? Does this documentation also outline implications to “users” of the system? Please provide a sample.

**RESPONSE FROM OPEN:**

Sales Consultant

1. Please describe the available reporting services and tools.

**RESPONSE FROM OPEN:**

Sales Consultant

1. Does the data offer bulk manipulation of data within the system.

**RESPONSE FROM OPEN:**

Sales Consultant

5.6 Version Control

1. Provide 3-5 year product roadmap as Attachment K.

**RESPONSE FROM OPEN:**

Sales Consultant

1. Describe any source code version control and testing tools provided with the System.

**RESPONSE FROM OPEN:**

Sales Consultant

1. Do you provide test scripts along with new releases and/or patches?

**RESPONSE FROM OPEN:**

Sales Consultant

1. How many versions have been released in the past two years?

**RESPONSE FROM OPEN:**

Sales Consultant

1. How many defect patches have been released in the past two years?

**RESPONSE FROM OPEN:**

Sales Consultant

1. From EMWD operational perspective, describe the process of sending product fixes to EMWD workstations.

**RESPONSE FROM OPEN:**

Sales Consultant

1. How does a customer manage the implementation of new versions in multiple environments (i.e., production, test, development, and training)?

**RESPONSE FROM OPEN:**

Sales Consultant

5.7 Development Platform

1. Describe the development tools required/recommended to support the proposed solution (please note, if the development tools will run on 64-bit and/or 32-bit systems).

**RESPONSE FROM OPEN:**

Sales Consultant

1. Describe the programming languages and compilers required to support the application. Give the compiler vendors and licensing requirements as well as cost. Please make sure this is included in Attachment B – Cost Matrix.

**RESPONSE FROM OPEN:**

Sales Consultant

1. Describe tools that can be used to research programming problems and analyze software performance using a Software Development Kit (SDK).

**RESPONSE FROM OPEN:**

Sales Consultant

1. Describe any tools that can be utilized to analyze, debug, correct, or review code/data.

**RESPONSE FROM OPEN:**

Sales Consultant

1. What tools are provided for change management (i.e., patch management, version control, approvals, and code rollback)? Are these tools available for use with custom-developed modifications?

**RESPONSE FROM OPEN:**

Sales Consultant

1. Describe how test data is created. Are there capabilities to extract a subset of data from production and move it to a test system for testing?

**RESPONSE FROM OPEN:**

Sales Consultant

1. How are in-house configurations merged with upgrades and System maintenance?

**RESPONSE FROM OPEN:**

Sales Consultant

1. What tools are provided to create in-house algorithms in place of customizing source code?

**RESPONSE FROM OPEN:**

Sales Consultant

5.8 Application Programming Interface Capabilities

1. Describe the application programming interfaces (APIs) available for the proposed systems. Provide all API documentation.

**RESPONSE FROM OPEN:**

Sales Consultant

1. What scripting capabilities and technologies does this application offer/support?

**RESPONSE FROM OPEN:**

Sales Consultant

1. What capability does the application offer for event notification to processes outside the application? Describe the technology used for your application’s event messaging and on which events is the event messaging available.

**RESPONSE FROM OPEN:**

Sales Consultant

1. What message queuing capability does the System have?

**RESPONSE FROM OPEN:**

Sales Consultant

1. Does the System have the capability to send event notifications and does it have the capability to react when it receives a notification?

**RESPONSE FROM OPEN:**

Sales Consultant

1. Return Attachment E of the RFP detailing how you will integrate these systems with the proposed systems. For example, and not limited to, would you use EAI/SOA, XML, web services or some type of hard-coded flat file programming tools?

**RESPONSE FROM OPEN:**

Sales Consultant

1. Please list all available supported out-of-the-box third party integrations. For each integration, please specify the licensing model and integration technology.

**RESPONSE FROM OPEN:**

Sales Consultant

5.9 Custom Code Support

* + 1. Describe your support for custom code developed for EMWD.

**RESPONSE FROM OPEN:**

Sales Consultant

* + 1. Describe how application extensions are architected for custom enhancements. This should include user-interface enhancements, billing logic, or workflow.

**RESPONSE FROM OPEN:**

Sales Consultant

* + 1. What is the process of supporting and testing custom code for patches, fixes, enhancements or new releases?

**RESPONSE FROM OPEN:**

Sales Consultant

* + 1. Describe the process for documenting and communicating custom code revisions with EMWD.

**RESPONSE FROM OPEN:**

Sales Consultant

* + 1. How do you manage updating base and custom code in escrow?

**RESPONSE FROM OPEN:**

Sales Consultant

6.0 Upgrade Information

6.1 Upgrade Process

1. Describe the process of upgrading the solution after the initial software Implementation. Describe all resource requirements for the upgrade, assuming EMWD will require support.

**RESPONSE FROM OPEN:**

Sales Consultant

1. Describe the typical timeliness of version releases and the plans for the next versions of your software.

**RESPONSE FROM OPEN:**

Sales Consultant

1. Describe typical training and costs related to new releases. Please add costs to Attachment B – Cost Matrix assuming that EMWD is remaining current on our releases.

**RESPONSE FROM OPEN:**

Sales Consultant

1. How do major and minor product releases fit into the support plan?

**RESPONSE FROM OPEN:**

Sales Consultant

1. Describe the scope and relevance of the proposed upgrades that have been identified within the Cost Matrix.

**RESPONSE FROM OPEN:**

Sales Consultant

1. What auditing and cross-checking tools exist to ensure data integrity following upgrades and/or patching? Can upgrades/patches be performed by EMWD, independent of the vendor?

**RESPONSE FROM OPEN:**

Sales Consultant

1. Describe the product upgrade methodology if performed by Vendor. Are upgrades typically in-place or net-new?

**RESPONSE FROM OPEN:**

Sales Consultant

1. How many and what percentage of your customers manage their upgrades without Vendor or third-party technical support? Are there third-party vendors that perform certified upgrades for your System?

**RESPONSE FROM OPEN:**

Sales Consultant

1. When a new version is released, how does your firm ensure that any deficiencies corrected in prior versions are carried forward?

**RESPONSE FROM OPEN:**

Sales Consultant

1. Describe the standard timeframes to conduct a product upgrade. Also, provide a brief summary of the last three version upgrades (if available).

**RESPONSE FROM OPEN:**

Sales Consultant

1. Describe the typical requirements for upgrades i.e., how long are prior versions supported (support/release/lifecycle matrix)?

**RESPONSE FROM OPEN:**

Sales Consultant

1. Will complete data conversion tools be provided for base product upgrades? Will Data Conversions be required normally for base product upgrades?

**RESPONSE FROM OPEN:**

Sales Consultant

7.0 Miscellaneous

1. What testing tools will be utilized to provide simulated testing of users to show application performance and response times? Describe the proposed methodology. If possible, provide recent stress test results.

**RESPONSE FROM OPEN:**

Sales Consultant

1. Please describe the technologies the Vendor will provide to enable EMWD to enhance its business processes.

**RESPONSE FROM OPEN:**

Sales Consultant

1. Does the solution provide a method to confirm interfaces are up and running and are working optimally?

**RESPONSE FROM OPEN:**

Sales Consultant

7.1 Environments

1. How are non-production Systems licensed? Is additional software licensing required for the Disaster Recovery environment?

**RESPONSE FROM OPEN:**

Sales Consultant

1. Describe the Development environment (primary) used by the Vendor and EMWD to manage, modify, and test the proposed applications.

**RESPONSE FROM OPEN:**

Sales Consultant

1. What other platform combinations do you port the application to and support? How many environments are suggested during Implementation? How many environments are recommended post go-live for on-going support and disaster recovery?

**RESPONSE FROM OPEN:**

Sales Consultant

1. What is the typical time between version and feature development on the primary platform and various development platforms? Do you specify security/technical vs. functional updates and communicate those to customers?

**RESPONSE FROM OPEN:**

Sales Consultant

1. Has your solution been audited against any of the following standards / guidelines or are you currently certified against any of the following: NIST, HIPAA, Gamm-Leach-Bliley (GLB), E.U. Safe Harbor, GDPR, PCI DSS, ISO 27001, ISO 27002, ISAE3402, CSA Cloud Controls Matrix, or other equivalent standard or certifications? If so, please provide the most recent copy of the certification. Do you have third-party attestations performed such as SSAE 16 SOC 1 or SOC2? If so, please provide the most recent copy of the audit report. Are you willing to be contractually obligated to continue the audit/certification on a regular and ongoing basis? Would you agree to termination for cause in the event of your failure to produce a satisfactory certification or modified opinion?

**RESPONSE FROM OPEN:**

Sales Consultant

7.2 Data Hierarchy

1. Describe the application data model and its underlying database Implementation.

**RESPONSE FROM OPEN:**

Sales Consultant

1. Please provide a copy of the Entity Relationship Diagram (ERD). How often is the ERD updated?

**RESPONSE FROM OPEN:**

Sales Consultant

1. Please describe the data integrity process and any tools or methods provided to verify data integrity. How is referential integrity enforced? Application and/or database?

**RESPONSE FROM OPEN:**

Sales Consultant