1.0 Hosting Information

EMWD will consider hosted solutions for its core CIS, and best of breed for Customer Self Service (CSS) and Mobile Workforce Management (MWM). The following questions will help EMWD understand your Organization’s proposal and characteristics of the hosted solution.

Additionally, the Vendor must provide a cost proposal that identifies software, project management, configurations, product modifications, data conversion and interfaces as they relate to application hosting. Please complete Attachment C - Cost Matrix.

If Vendor does not offer hosting it is not required to respond to this section.

1.1 Overview

1. Describe the scope of services that are included with your hosted offering.

**RESPONSE FROM OPEN:**

PMO

1. Describe the Vendor’s current application outsourcing experience in a similar sized utility offering multiple services similar to those offered by EMWD.

**RESPONSE FROM OPEN:**

PMO

1. Describe the strategic direction of Vendor’s outsourcing practice. Provide a 3-5 year product roadmap.

**RESPONSE FROM OPEN:**

PMO

1. List and describe the financials of your hosted operation in contrast to the overall corporate financials.

**RESPONSE FROM OPEN:**

PMO

1. Provide a description of staffing and management structure of the hosted team proposed for EMWD.

**RESPONSE FROM OPEN:**

PMO

1. Are there any roles required by EMWD technical personnel in your outsourcing model? If yes, please describe.

**RESPONSE FROM OPEN:**

PMO

1. In the Vendor’s experience, from the perspective of EMWD personnel, what are the limitations of an outsourced solution vs. an in-house system supported by EMWD technical staff?

**RESPONSE FROM OPEN:**

PMO

1. List and describe the proposed instances (i.e., Production, Development, Testing, and Training) provided as part of the hosted solution.

**RESPONSE FROM OPEN:**

PMO

1. Do you offer the ability to transition away from a hosted based model into an on premise or SaaS model? If so discuss the process and specifically reference to the assistance you will provide to stabilize and bring up the system.

**RESPONSE FROM OPEN:**

PMO

1. Describe the process and timeline for the return and destruction of EMWD’ data at EMWD’ request before and/or after contract termination.

**RESPONSE FROM OPEN:**

PMO

1. When our business relationship terminates, will your organization immediately return all data? How will the data be made available at the end of the contract term?

**RESPONSE FROM OPEN:**

PMO

1. Has your organization had any publicly known data security breaches, complaints, investigations, or lawsuits related to hosted software solutions?

**RESPONSE FROM OPEN:**

PMO

1. Has your organization been engaged in litigation with customers over data practice issues?

**RESPONSE FROM OPEN:**

PMO

2.0 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:**

PMO

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:**

PMO

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:**

PMO

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:**

PMO

3.0 Technology Stack

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

**RESPONSE FROM OPEN:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

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:**

PMO

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:**

PMO

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:**

PMO

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:**

PMO

## 

3.1 Servers

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

**RESPONSE FROM OPEN:**

PMO

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:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

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:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

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:**

PMO

3.2 Database Platforms

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

**RESPONSE FROM OPEN:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

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:**

PMO

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:**

PMO

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:**

PMO

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:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

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:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

3.3 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:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

1. Provide licensing model for each web service endpoint.

**RESPONSE FROM OPEN:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

4.0 Client Workstations

1. Is the client browser based?

**RESPONSE FROM OPEN:**

PMO

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:**

PMO

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:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

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:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

1. Describe client-server encryption support.

**RESPONSE FROM OPEN:**

PMO

5.0 Operations

5.1 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.

**RESPONSE FROM OPEN:**

PMO

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

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

**RESPONSE FROM OPEN:**

PMO

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:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

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:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

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:**

PMO

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:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

5.2 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:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

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:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

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:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

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:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

5.3 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:**

PMO

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:**

PMO

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:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

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:**

PMO

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:**

PMO

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:**

PMO

1. Describe your Disaster Recovery (DR) solution including:
   * RTO/RPO targets
   * How is data backed up and/or replicated in support of DR?
   * Processes for the restoration of applications and data during a DR event?

**RESPONSE FROM OPEN:**

PMO

5.4 Batch Processing/Scheduling

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

**RESPONSE FROM OPEN:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

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:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

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:**

PMO

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:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

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:**

PMO

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:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

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:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

6.0 Support and Maintenance

6.1 Service Delivery and Management

1. Describe the maintenance process for reporting defects and critical security issues from the time of reporting a defect through the delivery and application of the correction.

**RESPONSE FROM OPEN:**

PMO

1. Describe the classification process for defects and how you prioritize these corrections. Provide typical timeframes to correct defects and deliver back to the customer. Describe any contractual commitments you are willing to provide related to software corrections.

**RESPONSE FROM OPEN:**

PMO

1. How do you manage corrections for modified code and interfaces?

**RESPONSE FROM OPEN:**

PMO

1. How are requests for configuration changes submitted and managed?

**RESPONSE FROM OPEN:**

PMO

1. Describe the process to request enhancements.

**RESPONSE FROM OPEN:**

PMO

1. Describe the Quality Assurance (QA) process for system fixes and enhancements.

**RESPONSE FROM OPEN:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

1. Describe the change control process.

**RESPONSE FROM OPEN:**

PMO

1. Is documentation maintained and updated that reflects the changes made?

**RESPONSE FROM OPEN:**

PMO

1. Describe the primary development environment used by to manage, modify, and test the CIS application.

**RESPONSE FROM OPEN:**

PMO

1. What is the typical time between version and feature inclusion on the primary development platform and release to the various deployment platforms?

**RESPONSE FROM OPEN:**

PMO

1. How long are major versions supported and how often are new versions typically released? How many versions are supported, (e.g., current minus one)? What is the expectation on version currency to maintain functionality and support?

**RESPONSE FROM OPEN:**

PMO

1. Does your service have regular maintenance windows, and if so, what are they? What services are impacted or unavailable during these times?

**RESPONSE FROM OPEN:**

PMO

1. Do you have a regular update and patching cycle? If so, please outline the general cycle and schedule and describe the types of changes typically released in major and minor revisions.

**RESPONSE FROM OPEN:**

PMO

1. Can clients opt-in or opt-out of service pack upgrades? Are some upgrades mandatory and others optional?

**RESPONSE FROM OPEN:**

PMO

1. What measures are in place to prevent upgrades from breaking client integrations? Do you issue release notes and recommendations in advance of each upgrade and how far in advance does the notice come out (for example: guidelines on where, when, and how to perform regression testing)?

**RESPONSE FROM OPEN:**

PMO

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:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

1. Please provide any available best practice documentation?

**RESPONSE FROM OPEN:**

PMO

1. Please describe any documentation that is provided to EMWD’s 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:**

PMO

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:**

PMO

6.2 Patching & Updates

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

**RESPONSE FROM OPEN:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

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:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

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:**

PMO

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:**

PMO

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:**

PMO

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:**

PMO

6.3 Application Enhancements

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

**RESPONSE FROM OPEN:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

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:**

PMO

1. How often are product updates released?

**RESPONSE FROM OPEN:**

PMO

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:**

PMO

6.4 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:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

1. Describe the process for EMWD to request service.

**RESPONSE FROM OPEN:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

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:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

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:**

PMO

6.5 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:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

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:**

PMO

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:**

PMO

6.6 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:**

PMO

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:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

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:**

PMO

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:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

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:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

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:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

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:**

PMO

1. Please describe the available reporting services and tools.

**RESPONSE FROM OPEN:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

6.7 Version Control

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

**RESPONSE FROM OPEN:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

6.8 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:**

PMO

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:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

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:**

PMO

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:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

* 1. Application Programming Interface Capabilities

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

**RESPONSE FROM OPEN:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

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:**

PMO

1. What message queuing capability does the System have?

**RESPONSE FROM OPEN:**

PMO

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:**

PMO

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:**

PMO

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:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

7.0 Upgrade Information

7.1 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:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

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:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

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:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

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:**

PMO

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:**

PMO

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:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

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:**

PMO

8.0 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:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

8.1 Environments

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

**RESPONSE FROM OPEN:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

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:**

PMO

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:**

PMO

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:**

PMO

8.2 Data Hierarchy

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

**RESPONSE FROM OPEN:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

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:**

PMO

9.0 Infrastructure

1. Please describe the types of data center facilities in which your solution is located. Are your data center facilities rated using Uptime Institute tier ratings? If so:
   * Describe the ratings they have achieved
   * Identify the party who conducted the rating and provide a website or other contact information for that party in your response

**RESPONSE FROM OPEN:**

PMO

1. 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:**

PMO

1. Are third parties involved in your provisioning and/or support of data center services? If yes, please identify those third parties and provide websites and/or other contact information.

**RESPONSE FROM OPEN:**

PMO

1. How does your solution address (GDPR) General Data Protection Regulations?

**RESPONSE FROM OPEN:**

PMO

1. Please indicate if data in your solution is ever stored or moved outside the US, and if so, what type of data is stored outside the US (e.g. images, cached data, data in transit).

**RESPONSE FROM OPEN:**

PMO

1. What client PC/laptop operating systems (Windows, Macintosh, etc.) does your solution support? Differentiate by OS version if/where appropriate. What is your policy for maintaining support on current platforms?

**RESPONSE FROM OPEN:**

PMO

1. Is the client browser based?

**RESPONSE FROM OPEN:**

PMO

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:**

PMO

1. What client smartphone and tablet operating systems (iPhone, iPad, Droid, Android, etc.) does your solution support? Differentiate by smartphone and tablet OS version if/where appropriate. What is your policy for maintaining support on current platforms?

**RESPONSE FROM OPEN:**

PMO

1. What is your policy for maintaining support on current server platforms?

**RESPONSE FROM OPEN:**

PMO

10.0 Security and Compliance

1. Have you been audited against any of the following standards / guidelines or are you currently certified against any of the following: NIST, HIPAA, Gramm-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:**

PMO

1. Are you certified under any privacy seal or similar programs, such as TRUSTe, BBBonline, or other program?

**RESPONSE FROM OPEN:**

PMO

1. How will EMWD data be segregated from other hosted users data (multi-tenancy, federated)?

**RESPONSE FROM OPEN:**

PMO

1. Please provide what your privacy & security standards are.

**RESPONSE FROM OPEN:**

PMO

1. Does your solution support one or more secure varieties of Secure File Transfer Protocol (SFTP)? Explain the general mechanism and standards supported.

**RESPONSE FROM OPEN:**

PMO

1. Can you separately restrict access to back office functions and customer-facing resources by the origin of the request (IP Address)?

**RESPONSE FROM OPEN:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

1. What components are in place for authentication and user activity anomaly detection and alerting?

**RESPONSE FROM OPEN:**

PMO

1. For client-side implementations of your solution (including browser version, offline-access version if applicable, tablet and smartphone versions if applicable), what data is cached client-side? How is such data encrypted, deleted, or otherwise managed at session termination? If answer differs for each solution, please provide all relevant responses.

**RESPONSE FROM OPEN:**

PMO

1. If data is clustered, mirrored, duplicated or otherwise distributed, can the physical location of data be changed without EMWD’s knowledge or consent? If so, in the event that EMWD needs to recall, delete, or otherwise modify distributed data, can you furnish all the locations of all such distributed data to EMWD for those purposes?

**RESPONSE FROM OPEN:**

PMO

1. What mechanisms, policies and procedures are used to safeguard stored data? Be sure to cite your use or non-use of intrusion detection, anti-virus, firewalls, vulnerability scanning, penetration testing, encryption, authentication and authorization protections and policies, including those involving passwords, removal of unnecessary network services, limiting of administrative access, code review, logging, employee training and other relevant safeguards.

**RESPONSE FROM OPEN:**

PMO

1. What mechanisms are used to transport data? What methods are used to safeguard data during transport? Be sure to cite your use or non-use of encryption during transmission, encrypting wireless traffic, physically securing devices in transit, network traffic segregation, and other relevant safeguards. Where relevant, include descriptions of the encryption protocols and algorithms used.

**RESPONSE FROM OPEN:**

PMO

1. In your approach to storage and transport of data, do you rank any data in terms of sensitivity and do you employ any special measures when handling more sensitive data? If so, in implementing such measures can you respond and act upon the client’s own rankings for data sensitivity?

**RESPONSE FROM OPEN:**

PMO

1. Are industry-standard firewalls deployed? Where are they deployed? Is the software and firmware on the firewall at a supportable level? Is administrative access to firewalls and other perimeter devices allowed only through secure methods?

**RESPONSE FROM OPEN:**

PMO

1. Please identify any subcontracted parties who are involved in your handling of stored data. Please provide a website address and/or other contact information for each.

**RESPONSE FROM OPEN:**

PMO

1. Does your company use intrusion prevention/detection systems (IPS/IDS)? How long are IPS/IDS logs kept? What methods or tools are available for EMWD to access these logs?

**RESPONSE FROM OPEN:**

PMO

1. Are audit logs implemented on all systems that store or process critical information? How often are these logs reviewed? What methods or tools are available for EMWD to access these logs? What is the retention policy?

**RESPONSE FROM OPEN:**

PMO

1. Are formal incident-response procedures in place? Are they tested regularly? What notification methods are available for EMWD to receive reports?

**RESPONSE FROM OPEN:**

PMO

1. Does your company engage third-party security service providers to perform ongoing penetration testing/vulnerability assessments? How often? What methods or tools are available for EMWD to access these reports?

**RESPONSE FROM OPEN:**

PMO

1. Please describe any controls you use to address the threat of information being mistakenly disclosed to unauthorized persons. Your response should refer, where applicable, to issues of awareness and training, removal of unnecessary data (electronic and paper), use of screen savers and lockouts, limiting storage of confidential data on remote devices, verification of identity of individuals requesting access, and other relevant safeguards that enforce the principle of “need to know.”

**RESPONSE FROM OPEN:**

PMO

1. Please describe any controls you use to address the threat of information knowingly being misused by your workforce and contractors. Your responses should refer, where applicable, to issues of strong sanctions policy and practice, background checks, role-based access to information, oversight of data authorization by supervisor, terminating access to data for terminated employees and employees changing job functions, prohibition on sharing passwords, and other relevant safeguards.

**RESPONSE FROM OPEN:**

PMO

1. Please describe controls you use to address the threat of physical theft or loss of data. Your responses should refer, where applicable, to policies on the storage of confidential data on laptops, PDAs, USB drives and other portable devices, encryption of data on portable devices, two-factor authentication, removal of unnecessary information, physical protection of desktops and servers, and other relevant safeguards.

**RESPONSE FROM OPEN:**

PMO

1. Please describe controls you use to address community concerns regarding privacy practices. Your responses should refer, where applicable, to privacy statements, opt-in or opt-out consents, compliance with applicable privacy rules, and other relevant safeguards.

**RESPONSE FROM OPEN:**

PMO

1. Please describe controls you use to address the use, handling, protection and sharing of confidential data shared with subcontractors. Your responses should state any relevant relationships that may induce additional risk to the safe storage of sensitive data (such as outsourcing of key services, use of sub-contractors or cloud services for hosting, etc.) and refer, where applicable, to contractual safeguards and reviews of security programs/practices.

**RESPONSE FROM OPEN:**

PMO

1. For credit card-based and other e-commerce transactions executed through your solution, what measures are in place to assure transaction security? What third-party partners do you rely on for execution of such transactions? Please identify and give a website and/or other contact information for each.

**RESPONSE FROM OPEN:**

PMO

1. Do you require the use of two-factor authentication for the administrative control of servers, routers, switches and firewalls?

**RESPONSE FROM OPEN:**

PMO

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

**RESPONSE FROM OPEN:**

PMO

1. Do your hosting environments provide redundancy and load balancing for firewalls, web application firewalls, intrusion prevention and other critical security elements?

**RESPONSE FROM OPEN:**

PMO

1. Do you (or an experienced third-party partner) perform external penetration tests at least quarterly, and internal network security audits at least annually? Are these audits structured per the International Organization for Standardization (ISO) 17799 (transitioning to ISO 27001) standard, and are audit procedures in compliance with Statement on Auditing Standards No. 70, Service Organizations (SAS 70 Type II)? What frequency are these reports received by EMWD?

**RESPONSE FROM OPEN:**

PMO

1. Do you provide protection (or receive protection from a third party) for denial-of-service attacks against your hosted solutions?

**RESPONSE FROM OPEN:**

PMO

1. Can you provide documented requirements (and audit procedures) for network access standards to ensure that other customers will not accidentally compromise the security of your environments?

**RESPONSE FROM OPEN:**

PMO

1. Can you provide documented policies for OS hardening for your web, application, database and other hosting-related servers?

**RESPONSE FROM OPEN:**

PMO

1. Can you provide validated procedures for configuration management, patch installation, and malware prevention on all servers and PCs involved in the hosted service delivery?

**RESPONSE FROM OPEN:**

PMO

1. If you have a multi-tenant architecture that extends to the database level, can you provide a documented set of controls for ensuring the separation of data and the security of information between different customers’ hosted service instances?

**RESPONSE FROM OPEN:**

PMO

1. How do you review the security of applications (and any supporting code, such as Ajax, ActiveX controls and Java applets) that you develop and use?

**RESPONSE FROM OPEN:**

PMO

1. Do you use content monitoring and filtering or data leak prevention processes and controls to detect inappropriate data flows?

**RESPONSE FROM OPEN:**

PMO

1. Can you provide documented procedures for configuration management (including installation of security patches) for all applications?

**RESPONSE FROM OPEN:**

PMO

1. Do you perform background checks on personnel with administrative access to servers, applications and customer data?

**RESPONSE FROM OPEN:**

PMO

1. Can you provide documented processes for evaluating security alerts from operating system and application vendors, shielding systems from attack until patched, and installing security patches and service packs?

**RESPONSE FROM OPEN:**

PMO

1. Do you use write-once technology to assure the validity of audit trails and security logs?

**RESPONSE FROM OPEN:**

PMO

1. Can you provide documented procedures for vulnerability management, intrusion prevention, incident response, and incident escalation and investigation?

**RESPONSE FROM OPEN:**

PMO

1. How many staff do you have dedicated to application and infrastructure security? How many average years’ experience do these personnel have and what security certifications do they possess?

**RESPONSE FROM OPEN:**

PMO

1. Is your organization authorized with Federal Risk Authorization Management Program (FedRAMP)? Does your organization go by National Institute of Standards and Technology (NIST) standards?

**RESPONSE FROM OPEN:**

PMO

1. Can you provide documented identity management and help-desk procedures for authenticating callers and resetting access controls, as well as establishing and deleting accounts when help-desk service is provided?

**RESPONSE FROM OPEN:**

PMO

1. What are the credentials of the systems administrative staff?

**RESPONSE FROM OPEN:**

PMO

1. Has the systems administration staff undergone complete background and criminal checks (at minimum, seven (7) years)?

**RESPONSE FROM OPEN:**

PMO

1. How long are the access logs retained? Who reviews the logs? How many characters must a password have? Are alphanumeric passwords required? How frequently must they be changed?

**RESPONSE FROM OPEN:**

PMO

1. What are the on-call processes for security staff?

**RESPONSE FROM OPEN:**

PMO

1. Are all employees and subcontractors required to sign a confidentiality and/or non-disclosure agreement?

**RESPONSE FROM OPEN:**

PMO

1. Are all employees and subcontractors required to participate in confidentiality and security training?

**RESPONSE FROM OPEN:**

PMO

1. Describe the user account and password policy.

**RESPONSE FROM OPEN:**

PMO

1. Explain how users can reset their own password? Describe the process and safeguards.

**RESPONSE FROM OPEN:**

PMO

1. Are screen-blanking mechanisms deployed on all employee workstations? Do sessions automatically time-out after an idle period? Is the time-out configurable?

**RESPONSE FROM OPEN:**

PMO

1. Are user(s) accounts for contract personnel created with expiration dates? How are user accounts closed after termination?

**RESPONSE FROM OPEN:**

PMO

1. Describe your security breach response policies. Are you willing to provide contractual indemnification in the event of a data breach? Are you willing to contractually agree to data breach notification, even when not mandated by State or Federal law. How is EMWD notified of a security breach?

**RESPONSE FROM OPEN:**

PMO

1. Describe your anti-virus and anti-malware strategy including the products you use.

**RESPONSE FROM OPEN:**

PMO

1. Where is the anti-virus/anti-malware software installed?

**RESPONSE FROM OPEN:**

PMO

1. How often do you update virus signatures?

**RESPONSE FROM OPEN:**

PMO

1. How does your company protect the privacy of any information that may be collected and maintained through electronic tools or software?

**RESPONSE FROM OPEN:**

PMO

1. What checks are carried out on people who might have access to the data?

**RESPONSE FROM OPEN:**

PMO

1. Is our data encrypted when in your possession or control, at rest, or in transit?

**RESPONSE FROM OPEN:**

PMO