



Williamson County Technology Services Technology Project Questionnaire for Vendor

(To be filled out with prospective solution provider)

General Project Questions

Please provide the proposed timeline estimate:

MILESTONE	Time from Contracting / Date
Kickoff	
Requirements Review	
Design Review	
Build/Config. Complete	
Acceptance Testing	
Go-Live	
Transition to support	
Project Completion	

Will this project be completed in phases? Please list the timeline for each phase if applicable.

Customer Responsibilities

What is required of Williamson County to implement the proposed solution? Please list any hardware, software, storage, or networking equipment not included in the proposed solution, or major configuration items done by IT or the user. Please provide any specifications if applicable.

ITEM	NOTES

Regulatory Compliance / Privacy

Regulatory compliance – please note that apply to this implementation. Please indicate if the proposed solution is compliant with the regulation.

REGULATION	APPLIES	COMPLIANT
The Health Insurance Portability and Accountability Act of 1996 (HIPAA)		
Health Information Technology for Economic and Clinical Health Act (HITECH)		
Payment Card Industry Data Security Standard (PCI DSS)		
Texas Department of Public Safety Criminal Justice Information System (CJIS)		

Describe the auditing and enforcement of applicable regulations within the proposed solution and company.

PLEASE NOTE:

1. If any of the listed regulations apply, Williamson County *may* require access to the audit reports on a regular basis.
2. A Non-Disclosure Agreement (NDA) is required for vendors who need to support their application remotely or exchange data with Williamson County. The NDA must be approved by the Williamson County Legal Department.
3. Business Associate Agreement (BAA) is required if Personally-Identifiable Information (PII) covered by HIPAA regulations is present. The BAA must be approved by the Williamson County Legal Department.
4. A signed CJIS Security Addendum with Williamson County is required if data either directly or indirectly derived from the CJIS systems of the FBI or Texas DPS is present. Employees or contractors may also have to sign a CJIS Security Awareness statement as well as be fingerprinted if they have access to the system.

Security

What encryption methods and levels (e.g. 256-bit AES) are used by the proposed solution (if any)?

AREA	ENCRYPTION
Software / Interface	
Data transmission	
Client-resident data	
Database	
Support / Remote Access	

Exhibit A

What ports are needed for the proposed solution?

SOURCE	DESTINATION	PORT	TCP/UDP

Reliability / Backup

What is the typically expected uptime with the proposed solution (including downtimes for regular maintenance)?

Approximately how much data will be backed up as part of the proposed solution?

Software Environments (software solutions only)

Will there be other instances of the software available for users besides the “Live” environment? If so, please indicate below.

Environment	Proposed (Y/N)
Test/Development	
Training	
Other (explain)	

Authentication

Is LDAP, RADIUS, or Windows Active Directory authentication supported?

If “No”, please complete the following:

Is user authentication required?	
Does user authentication support strong passwords?	
Does user authentication support password aging?	
Can the system support two-factor authentication (e.g. token)?	

Is Imprivata software supported for authentication?

Client Requirements

What are the client-side platform requirements?

ITEM	MINIMUM SPEC
Windows PC/Laptop	
Windows Mobile	
Apple Mobile	
Android	
Other (specify)	

What are the client-side hardware requirements?

ITEM	MINIMUM SPEC
CPU	
RAM	
Free Disk Space	
Ports	
LAN Network Speed	
Internet Link Speed	
Sound	
Other (describe)	

What are the client-side software requirements?

ITEM	REQUIREMENTS
Operating Systems	
Web Browser	
.NET	
Java	
Flash	
Other (describe)	

Does the application require any special peripherals (Scanners, Printers, Handheld)?

What software toolkit(s) was used to build the application client (e.g. Visual Basic, C++, C#)?

Exhibit A

What rights does the proposed solution require the user to have on the client machine?

RIGHT	REQUIRED (Y/N)
Standard User	
Power User	
Local Administrator	

Is the client supported on Citrix?

Is the client supported in a Virtual Desktop infrastructure (VDI) environment? Are there any platform issues known?

Can the client be delivered via an Electronic distribution solution like Dell Kace?

Does the proposed solution require special approval of Microsoft patches before they are applied?

Are there any special anti-virus program restrictions?

Can the desktop running this application be used for other purposes?

Are there any known incompatibilities with commonly-used hardware or software? If so, please list.

Mobile Devices (if applicable)

Will end user mobile devices be used for this solution? (e.g. laptop, netbook, smart phone, tablet, etc.) If yes, identify device type and its purpose.

What mobile device platforms and versions are utilized?

ITEM	OS Version
Apple iPad	
Apple iPhone	
Android	
Windows Mobile	
Other (specify)	

Exhibit A

Is the app available in the Apple/Google Application Store or is it sideloaded?

Will there be any sensitive data stored on the mobile device? If yes, what safeguard/encryption is in place or will be put in place to protect this data?

Interfaces

Will there be data interfaces requested to other systems? Please list in detail.

Is/are the interface(s) bi-directional?

What interface encryption methods are supported? (Direct connect SSL or SSH / VPN or LAN to LAN / Internal Interface Appliance)?

Which interface methodologies are supported by the proposed solution (e.g. XML, FTP)?

Vendor access for support

Which device types will the vendor access for support? Please add any description / explanation as notes.

DEVICE	ACCESSED (Y/N)?
End user's desktop	
IT Application support's desktop	
IT System admin's desktop	
Application Server / Appliance	
Other device(s):	

How will the vendor connect into Williamson County? Please add any description / explanation as notes.

CONNECTION	USED (Y/N)?
VPN Client	
VPN Tunnel (LAN to LAN)	
Public Internet	
On Site Support	
Other:	

Exhibit A

Which tools will be used to access the devices? Please add any description / explanation as notes.

TOOL	USED (Y/N)?
Remote Desktop	
WebEx / Bomgar /GoToMyPC etc.	
Tool is built into the system	
Other:	

Licensing

What type of licensing is being proposed? Please indicate other options that are available.

TYPE	PROPOSED	OPTION
Concurrent User / Connection		
Concurrent Device		
Named User		
Named Device		
Site License		
Other (please describe)		

Policies&Procedures

What architecture frameworks do you follow? TOGAF?

How do you manage projects internally (e.g. Agile, PMP)?

What type of project management resources will be involved in the proposed solution?

What type of professional services do you offer to implement and support the proposed solution?

Integration, APIs & Reports

What type of APIs and web-services are available to pull and push data?

Are the APIs secured and encrypted? How?

Exhibit A

Is there an option to access the data directly from the database? How?

What type of reports can be generated or created?

Can ad-hoc reports be created by the user? Is this done inside the software?

Can a third-party reporting tool (i.e. Crystal Reports) be used?

Service Level Agreements (SLAs)

What SLAs are available – reliability, availability, performance, issues, requests etc.?

What types of credits are available if SLAs are not met?

Is there a regular meeting (monthly/quarterly) to review the SLAs, issues, requests?

How are the issues escalated if the SLAs are not complied? Who can we escalate to in the management team?

Vendor Management, Product Roadmap & Viability

What's management role and experience with similar projects?

What is the organizational structure of your company?

Exhibit A

Customers:

ITEM	COUNT
Total Customers	
Government Customers	
Texas County Government Customers	

Employees:

ITEM	COUNT
Total Employees	
Total Employees in Texas	
Total Employees in Austin Region	
Product development Employees	
Customer Support Team Employees	

What is your companies' product road-map and strategy? How is this communicated to the customer?

How do you accommodate customer requirements into the product strategy? Is there a customer advisory council?

Do you provide a trial or proof of concept for your product including new features?

Pricing & Contract

What is included and excluded in the proposed pricing? Please be specific.

Is the first year of maintenance included?

How are new features rolled into the solution? Are they purchased separately or included in future releases?

Support & Maintenance

What is the proposed service level agreement (SLA) for support?

What is covered by annual maintenance?

Is there a premium support model?

How will support be organized between Williamson County IT and the Vendor? Check accountability owner for each tier level and give specific examples of service provided at each level:

SUPPORT LEVEL	RESPONSIBLE	EXAMPLE
Tier 1 Support		
Tier 2 Support		
Tier 3 Support		

What type of support is provided? Self-service, email, phone?

What are the support hours?

What are the support response times?

CATEGORY	RESPONSE TIME
Critical	
Urgent	
High	
Low	

Who provides the support desk and where are they located?

How many employees are part of the support desk? Are they dedicated or shared with projects?

What type of monitoring and alerting is included in the proposed solution?

What type of migration and integration support is typically provided?

Is there a dedicated support manager and account rep?

Supplemental Questions for Hosted Solutions

Infrastructure & Maintenance

What does your overall, high level infrastructure look like?

Which Operating System(s) are used? Do you have OS vendor support? Do you follow regular patch cycles?

What is your marketed uptime? Please offer verification of this number.

What database technology is used and what is the revision level? (e.g. Oracle 11gR2, MS-SQL 2008R2)

How does the application handle concurrent updates? (Multiple users trying to update the same data at the same time)

How are maintenance or unplanned downtimes communicated to customers?

What is the typical maintenance window and how frequently is it used?

How far in advance is the notification period for scheduled maintenance or upgrades?

Do you work with the customer to schedule our downtimes and/or upgrades?

Is there a test environment Williamson County can use to test upgrades before they are implemented in production?

Does the proposed solution support high availability, redundancy or failover?

Support & Maintenance

How do you support and manage integration with the customer's existing SaaS apps?

How are upgrades, patches and other maintenance performed?

What type of change management & risk management procedures do you follow? How often is this communicated to the customers?

Does the customer have any control on applying patches, upgrades and changes to the SaaS app?

Provider & Data Location

Do you operate in multiple data centers?

How many ISP's support your data centers?

Who is/are the hosting provider(s)?

Where is the hosting location? Country, State?

What type of infrastructure is used? (Hardware, software, operating system, technology platform)

What type of virtualization software is used (e.g. VMWare, Hyper-V)?

What type of network bandwidth is available?

What type of scalability is provided for additional computing power – CPU, RAM, Storage? Costs? Time to implement?

Data Access, Security&Segregation

Is the proposed solution a dedicated or a shared environment?

If it is a shared environment, how is the data segregated from other shared environments?

Is our data in a single database shared by other customers or is our database separate?

How is security managed in the shared environment? What controls are in place?

Who has access to the infrastructure, hardware, software, data? Please provide specific info on the roles & responsibilities of employees.

What application & data access audit logs are available? How often can Williamson County access this?

What type of investigative support is provided in cases of data breach?

What indemnification (if any) is provided due to data loss?

Facility Security & Compliance

Is the hosting facility SAS 70 II (Statement of Auditing Standards) compliant?

If yes, how often is this compliance audited?

How are you actively enforcing SAS 70 II controls& requirements in to your work processes?Please answer in detail.

Data Backup & Restore

How is the County's data backed up?

Where is the backup data being stored?

How is the backup data stored? Is the data in raw files or encrypted format?

Who has access to this backup data?

What kind of point in time restores of the database are available? (e.g. Once a day? To the minute?)

Business Continuity & Disaster Recovery

What type of business continuity & disaster recovery options are available? Is this part of the standard services?

Where are the DR (disaster recovery) data centers locations located?

What type of infrastructure exists to replicate and synchronize data between the primary and DR data centers? Is this available in real-time, daily?

If the primary environment is down? How quickly can the DR environment be made active either in the primary or the DR data center?

Data Access and Portability

How can WilliamsonCounty obtain copies of the data?

What formats will the data be delivered in?

How often can the County request copies of the data?