



## BLITZ RFP PHASE 2 TECHNICAL QUESTIONNAIRE

Instruction: All Phase 2 Technical Questionnaire responses should be submitted as a separate document. Make sure to reference the Requirement Number (TC2.1, etc.) to help ensure proper scoring. The response document should be named PH2\_Tech\_ProposerName.

#	(H)osted (N)on- Hosted	Classification	Submission Criteria
TC2.1	H	Support	Describe the Support procedures for Business continuity/failover Include evidence that it the procedures have been tested in the past 12 months
TC2.2	H	Support	Describe the Support procedures for Disaster recovery and crisis response Include evidence that it the procedures have been tested in the past 12 months
TC2.3	Both	Support	Describe the Support procedures for Incident Management, Problem Management, Change Management, Release Management, Production Support, Post Mortem
TC2.4	H	Security	Describe the Security controls related to Authentication method(s) used for the administration of servers, routers, switches & firewalls
TC2.5	Both	Security	Describe the Security controls related to Authentication and encryption (e.g. http, form, federated, SAML etc) methods for client connectivity to your applications.
TC2.6	H	Security	Describe the Security controls for Separation of data between customers and applications
TC2.7	H	Security	Describe the Security controls (i.e. cryptographic, data validation, and error exception handling controls) for Content monitoring, filtering and data leak prevention
TC2.8	H	Security	Describe what Methods, Models, Protocols and standards are used for Penetration Testing and what is the frequency
TC2.9	Both	Security	Describe what security Alerts and Log File reporting is available
TC2.10	H	Security	Describe the Security controls for Virus and Malware protection
TC2.11	H	Security	Describe the Security controls for the Network
TC2.12	Both	Architecture	Define the Operating System options for your application's architecture (hardware & software compatibility inclusive)
TC2.13	Both	Architecture	Define the Database Management System options for your application's architecture (hardware & software compatibility inclusive)
TC2.14	Both	Architecture	Define the Load balancing options for your application's architecture (hardware & software compatibility inclusive)



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TC2.15	Both	Architecture	Define the Web Services options for your application's architecture (hardware & software compatibility inclusive)
TC2.16	Both	Architecture	Define the Reporting options for your application's architecture (hardware & software compatibility inclusive)
TC2.17	Both	Architecture	Define the Backup options for your application's architecture (hardware & software compatibility inclusive)
TC2.18	Both	Architecture	Define the Client Software (i.e., mobile, thick client, thin client. required OS and hardware) options for your application's architecture (hardware & software compatibility inclusive)
TC2.19	H	Security	Do you perform background checks on personnel with administrative access to servers, applications and customer data?
TC2.20	Both	Architecture	Describe the payment processing architecture and if the solution is PCI compliant. (i.e., do you use third party processing, have integrations with specific third party processors)
TC2.21	H	General Solution Information	If hosted, who actually owns the data and can a replica of the data be created within Clark County
TC2.22	H	Integration	Define external integration possibilities if the solution is hosted
TC2.23	Both	Architecture	Describe the solution tools and supported third party tools which can be utilized to manipulate, extract or query the data. (i.e., 3rd party ...Microsoft ODBC, Crystal, TOAD, API)
TC2.24	Both	Architecture	What tools are available to perform health checks and perform optimization tasks?
TC2.25	Both	Architecture	Define recommended data warehousing or archiving tactics to avoid system degradation
TC2.26	Both	Architecture	Describe the underlying technology and approach used to develop and maintain the application in sufficient detail to allow IT staff to assess technical components, including specification of the following: application operating system, web search engine and data management system.



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TC2.27	H	Security	How does your solution secure file, audio, image and video uploads from customers and properly accept and validate the data as well as protects the County from downloading malicious files?
TC2.28	Both	Architecture	Specify performance standards such as throughput, processing volumes and response times that the proposed solution will satisfy.
TC2.29	Both	Development	List the application development toolsets integrated with the application.
TC2.30	Both	Support	List the online training development toolsets integrated with the application.
TC2.31	Both	Connectivity	Can multiple sessions be opened simultaneously by a single user from the same computer with the same license?
TC2.32	Both	Connectivity	Average number of concurrent sessions. Provide client examples of medium, large and extra large deployments
TC2.33	N	Support	Provide Installation, Configuration, Administration, and Maintenance Guides
TC2.34	Both	Support	Define the Server Software and Client Software Release Cycles & 5 year road maps
TC2.35	Both	General Solution Information	Define Best Practices utilized within the solution
TC2.36	Both	Support	Describe Support Options in Detail (i.e., 24 x 7 telephone and email support, escalation procedure, response times, resolution times)
TC2.37	N	Architecture	Provide recommended hardware and software architecture for a medium, large and extra large implementation. Define what you consider medium, large and extra large deployments.
TC2.38	N	Architecture	Provide Recommended Disaster Recovery
TC2.39	Both	Architecture	Provide a Summary of Solution's Object Structure
TC2.40	Both	General Solution Information	Define what can be configured vs. requires programming



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TC2.41	Both	Support	Define what the process for testing and cycle for rolling off legacy software and hardware versus onto new versions(i.e Operating Systems, Database Management system, components such as java )
TC2.42	Both	Support	Define the tools required for support, maintenance, administration configuration
TC2.43	Both	Architecture	Provide the Data Dictionary
TC2.44	Both	Architecture	Supported Software & Hardware Compatibility Matrices (supported browsers, client OS, web server, server OS, Database
TC2.45	Both	Support	How is the upgrade and patch process handled within the application and your release cycles.
TC2.46	N	Architecture	Describe Recommended Architecture for Disaster Recovery and Describe the Recovery Process