

SOFTWARE QUESTIONNAIRE



Incorporated County of Los Alamos
Procurement Division
101 Camino Entrada, Building 3
Los Alamos, NM 87544

Offeror Company Name:	
Solicitation No.:	
Solicitation Title:	

Instructions for Offerors: Please respond to each of the items below to confirm Offeror's ability to provide the software services and/or meet the stated expectations described and provide the requested information.

Table 1. Service Level Agreement / Support and Maintenance

Ref. No.	Description	SaaS/On-Premise/Both	Response
1	Provide proposed Service Level Agreements including Uptime (scheduled and/or unscheduled downtime) and other service metrics (user response times, percent delivered within 30 seconds), and compensations for missed performance benchmarks. Offerors may attach a separate SLA document if such a document exists and reference it here.	SaaS	
2	Provide Support Options and all terms of support, including support hours and methods of contacting support.	Both	
3	Provide the communication plan for communicating system upgrades, and all other maintenances	Both	
4	Describe the methodology for testing and certifying upgrades and patches to ensure that they work properly. Describe the mechanism of versioning roll back in case of issues.	Both	
5	Describe the process of applying upgrades and patches including, if there are client/user responsibilities, and a responsibility matrix for the tasks involved.	Both	
6	Provide a brief history of product upgrades and interim patches/fixes released in the last 18 months.	Both	

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7	Identify the most current stable release and patch level, certified for support, for all software and firmware, and acknowledge that all software and firmware will be installed to those levels.	Both	
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Table 2. Data Security / Ownership / Business Continuity / Recovery

Ref. No.	Description	SaaS/On-Premise/Both	Response
1	Describe the classification of the proposed Cloud solution. Is the solution SaaS, PaaS, IaaS or a combination of the classification types? Is the solution hosted, owned and operated, by CSP or is the solution a partnership of several CSPs including infrastructure partners?	SaaS	
2	Acknowledge and confirm the following: All data that: (i) is owned by County; and (ii) uploaded into the Software will remain owned by County. County is responsible for the accuracy and legality of all such data and will represent and warrant the right to use and manage all data in connection with its use of the Software. Use of Contractor's Software confers no ownership rights to the Contractor and County materials and data may be used by the Contractor only as necessary to provide contracted Services.	Both	
3	Acknowledge and confirm the following: At a minimum, Contractor will maintain adequate security and disaster recovery protocols. Contractor's Cloud Service Provider ("CSP") and data center, preferably in Government Cloud ("GCC"), will be located within the United States. Submit details on hosted or cloud service provider's data center and information security compliance. Submit descriptions of any Data Center(s) pertinent to the proposal including their Tier and salient characteristics.	SaaS	
4	Submit information on Cloud Service Provider and physical infrastructure including locations and internet connectivity.	SaaS	
5	Acknowledge and confirm the following: Upon County's request Contractor will provide a data extract at any time in various formats including, but not limited to, comma separated value ("CSV") or Microsoft	Both	

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	SQL Server ("MSSQL"). Offerors are asked to describe access to the County's data via Open Database Connectivity ("ODBC") or alternative method, and any limitations to that access. Affirm the ability to provide data to County within a forty-eight (48) hour window or describe Offeror's proposed timeframe.		
	Acknowledge and confirm the following: Contractor will timely provide any other records requested by the County for response to Public Records Inspection requests under NMSA 1978, Chapter 14, Article 2. Offerors are asked to describe support provided for performing legal discovery on the System.	Both	
7	Acknowledge and confirm the following: Upon termination of an Agreement, Contractor will provide all data to County in CSV or MSSQL format, or a different format agreed to by County. Contractor will then ensure destruction of any remaining County data in their System. Offerors are asked to describe the method(s) of turning over County data and providing a reader for that data upon termination of Services and describing how County's data would be recovered should Contractor cease operations. Describe the method(s) of turning over County data, and providing a reader for that data, upon termination of services.	Both	
8	Describe the security measures in-place, and available, to protect the system and its data.	SaaS	
9	Identify any encryption algorithms used.	SaaS	
10	Describe the policies that apply to, and notification measures to be used in the event of a security breach.		
11	Discuss how the solution meets statutory requirements for data (ex. PII, HIPAA, CJIS, Gramm-Leach-Bliley Act, FIPS 199...).	Both	
12	Discuss access to the County's data via ODBC or alternative method, and any limitations to that access.	SaaS	
13	Describe the support provided for performing legal discovery on the system.	Both	
14	Submit Business Continuity and Disaster Recovery plans.	SaaS	

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15	Describe the backup plan for the proposed Software.	SaaS	
16	Describe the Who, What, When, Where, Why and How of the software escrow.	SaaS	
17	Describe the Who, What, When, Where, Why and How of recovering the County's data should the successful Contractor cease operations.	SaaS	

Table 3. Administration and System Users and Use

Ref. No.	Description	SaaS/On-Premise/Both	Response
1	Describe the use of Permission Levels, Roles or other mechanisms to manage authorities to create read, update, and delete data.	Both	
2	Describe the system's use of Active Directory Groups and Group Policies.	Both	
3	Describe authentication mechanisms available.	Both	
4	Describe the ability of users to maintain their own profile.	Both	
5	Describe any interfaces or integrations with Directory Services.	Both	
6	Acknowledge and confirm the following: Authorized County users should, at a minimum, be able to access the Software via local personal computer (PC)-based internet browsers and the internet through secure internet connections and protocols. Software should have the ability to keep and maintain account usernames and passwords in a secure manner using industry standard encryption algorithms.	Both	

Table 4. Compatibility and Requirements

Ref. No.	Description	SaaS/On-Premise/Both	Response
1	Identify and discuss any known hardware compatibility issues and requirements.	Both	

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2	Describe the use and requirements of all County resources that are expected to be used in the proposal, e.g., DHCP services, DNS services, SMTP services, electrical power, uninterruptible power supplies, video conferencing, data center rack space, word processing software, cooling capacity, training facilities.	Both	
3	Identify and discuss any known hardware compatibility issues and requirements.	Both	
4	Describe the use and requirements of all County resources that are expected to be used in the proposal, e.g., DHCP services, DNS services, SMTP services, electrical power, uninterruptible power supplies, video conferencing, data center rack space, word processing software, cooling capacity, training facilities.	Both	
5	Identify and discuss any known hardware compatibility issues and requirements.	Both	

Table 5. System Monitoring and Alerting

Ref. No.	Description	SaaS/On-Premise/Both	Response
1	Describe the system's capabilities that support system monitoring and alerting in Netreo Omnicenter system or another monitoring and management system.	Both	

Table 6. Hardware and Software

Ref. No.	Description	SaaS/On-Premise/Both	Response
1	Submit a complete itemized schedule of all hardware contained in the proposal.	Both	
2	Submit a complete itemized schedule of all software contained in the proposal.	Both	

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3	Should your solution require additional software, hardware, etc., Offerors to acknowledge that the County may separately procure the proposed hardware and software, other products or its equivalent specified by the Contractor, or substitute functionally equivalent hardware, software or other products for use in the proposed system. Confirm that such procurement or substitution shall have no effect on Contractor's warranty, support, or other obligations.	Both	
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