

Attachment 9

Technology Deployment

If the question does not fit the type of technology deployment in your proposal enter “NA” – Not Applicable in the box and provide an explanation why it is “NA”.

Type of Deployment

Question	Answer
Proposed solution is an On-Premise solution (Yes/No)	
Proposed solution is a hosted solution? (Yes/No)	
All Applications are accessed via a web browser (Yes/No)	
Proposed solution is offered as a multi-tenant solution (Yes/No/Not Applicable)	
All customers on proposed application must upgrade at same time (Yes/No)	

Data Center

Question	Answer
Where are the data centers located?	
Are any third-party providers used to deliver PaaS or IaaS services? If so, please list.	
How many environments or tenants are proposed for: 1) Implementation and 2) Production?	

Hardware

Question	Answer
Can the solution be deployed on virtual servers? (Yes/No)	
What are the server requirements?	
What are the network requirements?	

Availability

Provide historical availability for data center for past six months. Report all time in minutes.

Month	Total Minutes	Downtime	Scheduled Maintenance	Other Downtime	Total Downtime	% Availability
AUG 2021						
JUL 2021						
JUN 2021						
MAY 2021						
APR 2021						
MAR 2021						

Updates

Question	Answer
How often is solution updated?	
How much advance notice are customers provided for new updates?	
Does customer have the opportunity to test updates in a pre-production environment?	
How long do customers have to test updates before the update is applied?	

Security

Question	Answer
Does the system support SSO or LDAP?	
Does the system support MFA?	
Is your integration protocol based on SOAP or REST?	

Does the entire proposed solution follow the same integration protocol (Yes/No)	
---	--

Information Security

Question	Answer
What protections are provided against data breach?	

Please include information regarding cybersecurity standards, recent independent audits, notification process, remedy, and indemnification provided.

Disentanglement

Question	Answer
Can customer data be exported in nonproprietary format?	

Proposed Service Level Guarantees

If SaaS services are proposed, please complete the following table identifying proposed service level guarantees. For each service, please indicate the metric used to measure the service quality, the proposed requirement (target for service), and the proposed remedy or penalty if guarantee is not met.

Service	Metric**	Requirement/Guarantee***	Remedy
System Availability* (Unscheduled Downtime)			
System Response (Performance)			
Issue Response Time			
Issue Resolution Time			
Recovery Point Objective (RPO)			
Recovery Time Objective (RTO)			
System Data Restore			
Implementation of System Patches			



Notification of Security Breach			
Please list other proposed service levels			

Notes:

- * Formula used to calculate availability.
- ** How is performance against service levels reported to LOGIS?
- *** Describe process for LOGIS reporting issue to the vendor.