ATTACHMENT F

CITY OF FARGO HOSTING QUESTIONS

Vendor-Hosted (Cloud Provider) Solution Questions

If a vendor-hosted option is being offered, provide a detailed response to the items listed below regarding the hosting environment for the proposed solution.

Vendor Information:

1. Name of the product(s):

2. Name of the Vendor:

3. Contact Information:

System Maintenance:

4. Describe system maintenance included.

5. How are system enhancements prioritized?

6. Describe the upgrade cycle?

Reliability and Availability:

7. How does the hosted solution provide for disaster recovery?

8. Describe your backup process. Include the frequency of backups, if the backup media is stored at an offsite location and how many backup copies are maintained?

9. What redundancy features are available?

10. Describe notification to City of Fargo of scheduled outages?

11. Describe notification to City of Fargo of un-scheduled outages.

12. Are all hosting locations within the United States? Are hosting locations distributed geographically? What is the physical location of each datacenter? If hosted by a third party list the name of the hosting party.?

13. If you monitor your uptime statistics, please provide us with your uptime information for the last two years.

14. Data Best Practices recommendations for backups are to have 3 copies of data, stored on 2 different media types with at least 1 copy stored geo-diverse. Please describe your data backup solution.

15. Is your solution hosted on a government cloud platform or a commercial cloud platform?

Performance, Capacity and Scalability:

16. Describe the scalability of the solution.

Security/Access Control:

17. Describe the security and auditing and logging capabilities of the hosting environment.

18. How does the solution provide for Single Sign-On (SSO)? Can the solution utilize the City of Fargo's Active Directory implementation? Is that through Active Directory Federation Services (ADFS)?

19. Describe how data contained in the hosting environment is secured. Capability to encrypt data at rest? Capability to encrypt data during transport?

20. Describe products used to test the security of the datacenter?

21. Describe the physical security policy and access control in place in the datacenter.

22. What audit certifications has the data center passed (SSAE16 audit, FedRAMP, etc.)? Describe how the audit reports will be made available to the City of Fargo upon request.

23. Besides the security tools built into your platform, are there any cloud security tools the you recommend to use in conjunction with your solution?

Service Level Agreement (SLA):

24. Describe the SLA metrics that your hosted solution will provide.

25. Please describe any customer outages you have experienced in the last two years. At a minimum include the date, a description of the outage, and the duration.

26. Since January of last year, have you ever lost a customer's data? If so, please date and scope of the loss.

Hosting Service Exit Plan:

27. All of the data the City of Fargo stores in your solution is owned by the City of Fargo. Please describe how that data will be provided to the City at the end of the contract? Please include a description of the format of the data. Will a data dictionary be provided?

28. Please describe if there will be any costs associated with getting data transferred back to the City of Fargo at the end of the contract? Please be specific about what those costs will be?