# Tab 8 – Security and Software Hosting

1. GENERAL OVERVIEW

Respondent to provide a description of the proposed application security features/functionality as well as the underlying technology used to support hosting and access to the software by clients.

1. SECURITY QUESTIONS

Respondent to respond to the following questions related to system security and access controls.

**Table 8-01: Security Questions**

| **Question** | **Response** |
| --- | --- |
| 1. Will Respondent require remote access to LFCHD systems/network to provide support/management of the solution either during implementation or post go-live? If yes, please describe in detail what type of access is required. |  |
| 1. If any access, remote or physical, is required for accessing LFCHD’s systems/network, will respondent agree to reviewing and having applicable staff consent to follow applicable LFCHD Security Policies? |  |
| 1. Will Respondent staff resources be accessing LFCHD systems/network remotely from outside the United States? If yes, please describe in detail the reasoning and how security will be managed. |  |
| 1. Describe in detail the password requirements and account management standards for the system.  * Can complex password requirements be enforced on the software along with aging requirements if SSO is not available? * Can accounts be locked-out automatically after ## failed login attempts? * Are session timeouts enforced in the system? |  |

1. SOFTWARE HOSTING QUESTIONS

Respondent to respond to the following questions regarding their software hosting platform proposed for LFCHD.

**Table 8-02: Software Hosting Questions**

| **Question** | **Response** |
| --- | --- |
| 1. Where are the data center and storage facilities located? |  |
| 1. What is the total number of active clients currently served by hosted/SaaS solutions provided by your company? |  |
| 1. How many years has your company provided hosted/SaaS solutions? |  |
| 1. How are hosted/SaaS software applications deployed for use by numerous customers? |  |
| 1. What availability and response time do you guarantee? |  |
| 1. How many instances of unplanned outages have any of your customers experienced within the past five years? Describe the nature of any such outages, including the mitigating steps that have been established to minimize repeat outages.  * What has been the duration and scope of such unplanned outages? |  |
| 1. What are the standard relief schedules for unplanned system downtime/outages?  * In how many instances has your firm had to pay client relief for unplanned outages? |  |
| 1. What is your process for notification of standard maintenance and downtime? |  |
| 1. What data security and system redundancy capabilities are available at Respondent’s data center and storage facilities? |  |
| 1. Will data be encrypted at rest, and in transit? Please explain any applicable protocols. |  |
| 1. How many years has your company provided SaaS solutions? |  |
| 1. What is the total number of active clients currently utilizing the proposed software as a SaaS deployment provided by your company? |  |
| 1. Provide relevant documentation related to any recent certifications pertaining to the Respondent s hosting technical and operation capabilities or that of their subcontracted provider for these services. |  |
| 1. Provide detailed information on the way(s) in which LFCHD will access the software if deployed in a SaaS or hosted environment. Such information should include how the software is accessed when on or off LFCHD network, as well as any additional hardware/software that may be required for accessing the software. |  |
| * How is data stored? Would LFCHD data be physically or logically segmented from other client data? |  |
| 1. Please describe the database storage capacity of the proposed solution.   Are there limits on the amount of data that can be stored in the proposed solution?  If applicable, what tiers of storage are offered in the hosted/SaaS environment? |  |
| 1. What disaster recovery services are provided under your standard hosting agreement? If not standard, is there a separate agreement/cost associated with disaster recovery? |  |
| 1. Please describe the anticipated cost savings or cost avoidance (e.g. reduced hardware needs, maintaining failover sites) that may be realized through selecting a SaaS deployment model. Specific figures from past projects that can be substantiated may be included. |  |