

Appendix 2

Vendors responding to this RFP should include the following information:

Security

1. How does your CMS secure the data of the NSCS and its many website users – and continue to do so as security threats evolve?
2. User Authentication
 - Provide a list of the available/preferred user authentication methods.
3. Backup Data Export
 - Can the institution extract a full backup of data? What extract formats are available.
4. Backup Data Export Restrictions
 - Is there a cost associated with exports, limits to scheduling or other restrictions to data exports?
5. Backup Processes
 - Describe or provide a reference to the backup processes for the servers on which the service and/or data resides. Include the available data backup and retention policies.
6. Business Continuity Plan
 - Please provide your Business Continuity Plan(BCP)?
7. Data Encryption
 - Describe how the data is stored. Include all environments (test/development/production and backups) and encryption methodologies at rest and in transit.
8. Data Security Program
 - Use this area to share information about your environment that will assist those who are assessing your company data security program.
9. Disaster Recovery Plan
 - Provide your Disaster Recovery Plan (DRP)?
10. Hosting Provider
 - Will institution data be shared with or hosted by any third parties? (e.g. any entity not wholly-owned by your company is considered a third-party)
11. Information Security Staff
 - Do you have a dedicated Information Security staff or office?
12. Security Policy
 - Provided your Information Security Policies/Procedures.
13. User Authentication Setup Costs
 - Do you charge for configuring user authentication?
14. User Authorization
 - Provide a list of the user authorization methods available/preferred.
15. Web Application Firewall
 - Provide details on the web application firewall (WAF).
16. Multi Factor Authentication
 - Describe the multi-factor frameworks supported with authentication.

Appendix 2

17. Virus and malware scanning

- Describe your virus and malware scanning services

18. Email and Form Submission Scanning

- Describe your email and form submission scanning services