UNIVERSITY OF MINNESOTA
Driven to Discover®

Crookston Duluth Morris Rochester Twin Cities

10055.2347803.JS

UMN - Drupal Hosting Solution

Issue Date: 10/6/2025
Questions Deadline: 10/16/2025 02:00 PM (CT)
Response Deadline: 11/6/2025 02:00 PM (CT)

Contact Information

Contact: John Skudlarek
Address: Purchasing Services
West Bank Office Building
1300 S. 2nd Street
Minneapolis, MN 55454
Email: skudl019@umn.edu

Event Information

Number:	10055.2347803.JS
Title:	UMN - Drupal Hosting Solution
Type:	Request for Proposal
Issue Date:	10/6/2025
Question Deadline:	10/16/2025 02:00 PM (CT)
Response Deadline:	11/6/2025 02:00 PM (CT)
Notes:	The University of Minnesota currently has a Drupal service provider that hosts approximately 1900 websites, ranging from large, high-traffic sites to very small, low-traffic sites. The current agreement for Drupal hosting services expires in September 2026, and the University is looking for a supplier to perform services after the expiration of the current agreement.

Respondents are prohibited from contacting the identified department about this RFP while in process.

Before submitting questions about the RFP via the Questions Tab, **read and review the Supplier Process and Information Attachment and <u>ALL</u> Attributes in the Attributes Tab,** <u>especially Background and Project Summary/Scope of Work.</u> These provide valuable information and address frequently asked questions.

Remember to submit your response, including attachments, early to allow time to correct errors. The submission deadline is a hard close. The system will reject responses with errors and will NOT allow late submissions.

Bid Attachments

Supplier-Process-and-Information-01-23-25.docx   `Download`

   ACTION REQUIRED All respondents must review this before starting a response.

RFx Instructions and Requirements - V10.pdf   `Download`

   RFx Instructions, Requirements, and Rights Reserved by the University

PO-Terms-and-Conditions-08-02-22.docx   `View Online`

   Terms for the Purchase of Goods and Services

CFPS-Terms-and-Conditions-08-02-22.docx   `View Online`

   Terms for the Purchase of Professional Services

Usability Testing.docx   `View Online`

   Usability Testing Attachment

Travel-Reimbursements-10-15-15.doc   `View Online`

   Requirements for Travel Reimbursements Attachment

PCI-Cardholder-Data-Security-(010121).pdf   `View Online`

   Cardholder Data Security Attachment

2025 Data Security Addendum Clean.docx   `View Online`

   Data Security Appendix

Pricing_Workbook.xlsx
    Pricing Workbook

Requested Attachments

Pricing Worksheet
(Attachment required)

    NOTE: You MUST complete the Pricing Worksheet document and upload to your RFP response.

Bid Attributes

1	**Copyright Notification**
	©2025, Regents of the University of Minnesota, all rights reserved. Do not copy or publish without express, written permission.

2	**Background**
	The University of Minnesota currently has a Drupal service hosting approximately 1900 websites, ranging from large, high-traffic sites to very small, low-traffic sites.
	We have 20 multi-site docroots and 2 single-site applications hosted on auto-scaling infrastructure. The UMN Drupal team provides Drupal core and a number of default modules and features and the individual site owners can optionally contribute their own code for their site.
	The UMN Drupal team uses a continuous delivery (CD) tool to assemble the docroot (via a composer install) and the repositories for the individual sites as well as perform some maintenance tasks. The CD tool is also used to remove prohibited code from user repositories and add code that can't be added via composer.
	We also have a CDN through which we proxy all live production domains. The CDN provides auto-renewing certificates and provides WAF tooling to protect our production sites. We will purchase the CDN+WAF separately from our Drupal Hosting and will manage these components ourselves.
	We have ~10 websites that rely on Solr search. We are looking for a Drupal hosting solution that will provide support for Solr search or equivalent for this select subset of our websites.
	☐ Read and Understood
	(Required: Check if applicable)

3	**Scope of Work/Project Summary**

The University requires a solution with the following characteristics:

- Central IT shall have super admin access to all sites
- 24/7 monitoring and support
- Provides at least a development, stage, and production environment for each site
- Platform management tools for deploying assets (e.g. files, code, database) between server environments (Development, Staging, and Production)
- Provide an enterprise pricing structure for the entire implementation, licensing, support, and maintenance.
- Scalable Drupal cloud hosting solution
    - High availability hardware (99.9% targeted uptime)
    - Handle 2,500+ sites
    - Ability to install our own certificates
    - Provide, support, and implement a Shibboleth-compatible authentication solution for Drupal.
    - Provide Varnish or other caching for anonymous visitors
    - Capacity for emergency upsizing or auto-scaling
    - We anticipate up to 20M views/9M visits monthly hitting host load balancers
    - Support for a limited number of sites (<45) containing PCI
- Site management
    - Means to create an on-demand database backup which will be retained for a minimum of three months
    - Automated daily database backups retained for a minimum of 3 days (ideally longer)
    - Means for running drush and viewing file structure
    - UMN will manage our own DNS
- Continuous Delivery
    - A continuous delivery tool that allows for easy deployment of code updates
    - A means to assemble code on update (i.e. run composer, add code from different sources, manipulate code before deployment…)
- Support
    - Dedicated onboarding support
    - Provide Drupal and platform expertise
    - Dedicated technical account manager or discreet sized team knowledgeable in the UMN setup
    - Expertise and technical support for integration with Shibboleth (SSO)
- Security
    - Real time log access and log forwarding to Splunk
    - UMN will handle Drupal and module security updates
    - UMN will provide and manage our own CDN + WAF for production sites
- Production storage utilization
    - ~1.2 TB for FS
    - ~700 GB for DB
- Solr Search
    - ~1.5 million queries per month across 8 indexes

(Note: HIPAA and private data will not hosted on this solution at this time)

☐ Read and Understood
(Required: Check if applicable)

4	****Supplier Instructions and Information****

Review the Supplier Process and Information document found in the Attachments Tab. This document contains important information regarding completion of this RFP and you MUST read before you submit your Response.

☐ Comply   ☐ Not Comply
(Required: Check only one)

5	**ATTRIBUTE INSTRUCTIONS**

READ AND FOLLOW THESE INSTRUCTIONS. *Failure to do so may delay or compromise the evaluation of your proposal.*

Respond with a concise but thorough answer to each question in the space provided unless it is noted that a response may be provided in a separate attachment. Be as brief as possible while still providing pertinent information. If a response is lengthy, you must **summarize your answer in the allotted space** and direct us to an appropriately-labeled attachment. Additional marketing information is neither helpful nor appreciated.

Note the character limits for each attribute. If you copy and paste too much text, your answer will truncate without notice.

Unless otherwise noted, attachments should be labeled as directed in each question or as **VendorName_AttrNumber**. <u>If we cannot locate the file or your answer is buried in a larger document, you will get zero points for that item</u>. DO NOT USE # OR & SIGNS IN YOUR ATTACHMENT NAME.

Remember to submit your response and upload attachments early to allow time to correct errors. The submission deadline is a hard close. The system will reject responses with errors and will NOT allow late submissions.

☐ Read and Understood
(Required: Check if applicable)

6	**Evaluation Criteria**

The selected Respondent will be the Respondent whose Proposal is the most advantageous to the University. The University is not bound to accept the lowest priced Proposal if the Proposal is not in the best interests of the University as determined by the University in its sole discretion. Proposals will be evaluated on the following criteria:

#	Evaluation Criteria	Percentages
1	Ability to Meet/Exceed Requirements	65%
2	Supplier Diversity Commitment	10%
3	Total Cost	20%
4	References	5%
	TOTAL	**100%**

☐ Read and Understood
(Optional: Check if applicable)

7	**RFP Contact**

Unless otherwise specified, your ONLY contact for this RFP is the Purchasing representative identified in the Event Details tab. DO NOT contact any other University representative regarding any aspect of this RFP during the entire RFP process, including evaluation. Unauthorized communication compromises the integrity of our process.

If any Respondent attempts any unauthorized communication, the University may, in its sole discretion, reject that Respondent's Proposal.

☐ Read and Understood
(Required: Check if applicable)

8	**RFP Questions**

Questions regarding this RFP should be submitted using the Questions Tab. Questions should be submitted before the Questions Cutoff Date and Time. R**eview all Attributes and informational Attachments before submitting your questions.**

Go to the Questions Tab, click on Ask a Question. Type in your Question. Click on Save. Your Question will be added to the queue. (Other Suppliers cannot see your question until the Category Manager posts the answers.)

A notification will be sent out when the answers are posted. Answers will usually be provided within a few days after the initial Questions Cutoff Date.

9	**Supplier Diversity Program**

The Targeted Group Business (TGB) Program was created by the University's Board of Regents to support the use of the purchasing power of the University to enhance equal employment and business opportunities for Black, Indigenous, and people of color (BIPOC), women, and/or persons with disabilities.

Respondents participating in the TGB Program must complete the "Supplier Diversity Commitment" questionnaire **in the SmartCOMP tool** before the RFP submission deadline. The Supplier Diversity Commitment counts as 10% of the total RFP scoring. Respondents are strongly encouraged to consider adding value to their proposal by helping the University achieve its Supplier Diversity goals. Participation is voluntary. Failure to participate will result in 0 points for this component of the RFP.

For Respondents interested in participating in the TGB Program, the questionnaire must be completed and submitted in the SmartCOMP tool for this specific RFP. Previous TGB Program submissions cannot be counted towards this RFP.
Remember to submit your response early to allow time for questions. The submission deadline is a hard close. The system will NOT allow late submissions.

By electing to participate in the TGB Program, Respondent hereby acknowledges that it has reviewed the University's TGB policy. Respondent also agrees that in consideration for the University's TGB program, Respondent will fulfill its commitments with regard to the TGB goals set forth in their Proposal. In addition, Respondent agrees to submit monthly reports, as directed, to substantiate compliance.

The following constitutes grounds for designation, as determined by the University in its sole discretion, as non-compliant:

- Failure to meet proposed commitments without executing good-faith efforts
- Failure to provide timely reporting
- Failure to engage in open communication

Penalties for non-compliance may include, but is not limited to, a temporary bar on receiving Targeted Business & Community Economic Development points on future RFP responses with the University.

Please contact the University's Office for Supplier Diversity (OSD) for guidance regarding this Attribute, the TGB Program, or the Supplier Diversity Commitment Questionnaire at 612-624-0530 or email at osd@umn.edu.

☐ Read and Understood
(Required: Check if applicable)

10	**Supplier Diversity Commitment**

Indicate in your response whether you intend to participate in the TGB Program.

Click here to access the Supplier Diversity Questionnaire.

☐ Yes, form was submitted in SmartCOMP   ☐ No, not participating
(Required: Check only one)

11	**Certificate of Insurance**

The successful Respondent must provide, before award of the contract, a Certificate of Insurance evidencing coverage indicated in the Award Terms & Conditions naming the "Regents of the University of Minnesota" as additional insureds, and agreeing to give the University not less than 30 days notice of any cancellation, expiration, or material change.

The successful respondent further agrees to provide to Purchasing Services prior to policy expiration, a revised insurance certificate as evidence of renewals of coverage.

☐ Read and Understood
(Required: Check if applicable)

1 2	**Requirements for Travel Reimbursement**
	If applicable, confirm that you read and understood the Requirements for Travel Reimbursement document provided in the Attachment section of this RFP.
	☐ Read and Understood
	(Required: Check if applicable)

1 3	****Contract Terms and Conditions****
	Any award made as a result of this RFP will be governed by the Terms and Conditions included in the Attachment Tab. You should also review the contract information found in the Supplier Process and Information document.
	If you take exception or wish to propose an addition, deviation or substitute terms and conditions, you must note that here and provide the appropriate document in the Response Attachments Tab. Limit your changes to those that are critically important to your proposal.
	If a previously negotiated University Contract can be leveraged, note that here and upload a copy of said contract to the Response Attachments Tab.
	☐ Accept University Terms and Conditions ☐ Provided Redlined Terms and Conditions
	☐ Provided Supplier Terms and Conditions ☐ Utilize State or Consortium Terms and Conditions
	☐ Leverage Previous/Existing University Contract
	(Required: Check only one)

1 4	**Supplier Contract Terms and Conditions**
	If you are providing your own terms and conditions, they MUST be in an editable word document. If you are suggesting that we use your contract, you must provide an explanation below as to why your form is better suited for this RFP than the University's form.
	(Optional: Maximum 1000 characters allowed)

1 5	**Time Period of the Contract**
	It is the University's intent to award a contract for a period of three years. The University shall have the option to renew the contract for two additional one-year terms with the same requirements, specifications, terms and conditions.
	☐ Read and Understood
	(Required: Check if applicable)

| **1 6** | ****Supplier Certifications**** |

1. You certify that you have carefully examined all instructions, requirements, specifications, terms and conditions of this RFP; and hereby offer to furnish the Work and/or Goods, as applicable, at the prices quoted in your Proposal, and in accordance with the requirements, specifications, term and conditions of this RFP. You acknowledge your acceptance of the evaluation process described in this RFP, and that the University may make subjective judgments as part of the evaluation in its sole discretion.
2. You certify that you have the necessary experience, knowledge, abilities, skills, capacity, and resources to satisfactorily perform the requirements, specifications, terms and conditions of this RFP. You certify that you have the financial ability, willingness and business integrity necessary to perform under this contract.
3. You certify that you are aware of, fully informed about, and in full compliance with all applicable federal, state and local laws, rules, regulations and ordinances, and neither your company nor any of its officers or directors is currently debarred or suspended from doing business with the Federal government, the State of Minnesota, any other state in the United States, or any of their respective agencies, and you have no reason to believe that condition will change over the term of the contract resulting from this RFP.
4. The University will rely on statements, information and representations in your Proposal. You certify that all statements, information and representations prepared and submitted in response to this RFP are current, complete, true and accurate. You agree that your response to this RFP will be deemed part of any contract that may be awarded to you as a result of your response.
5. You certify that you understand and agree that the University will not treat any information, document or materials submitted by you as confidential unless you strictly adhere to the procedures set forth the Supplier Process and Instructions document. You agree that the University may disregard confidentiality notices on headers/footers. You further grant the University a non-exclusive, royalty-free, perpetual license to copy and use any copyrighted materials for the purpose of this RFP. You agree that all materials and documents not conforming to the confidentiality procedures set forth in the RFP Process and Instructions will be made available for immediate public inspection and copying upon completion of this RFP process.
6. You agree to defend and settle any action seeking release of the Materials believed to be trade secret, and indemnify and hold harmless the University, its regents, agents and employees ("Releasees"), from any judgments or damages awarded against the Releasees in favor of the party requesting the materials and any and all costs connected with that defense or settlement.
7. You certify you submit your Proposal at your own risk and expense and waive and release the University from any claim for damages or other liability arising out of or relating to this RFP or award process. You certify that your Proposal is a valid, firm and irrevocable offer which the University may accept within 180 days from the Due Date of this RFP, and that your Proposal, if accepted, shall remain valid for the life of the resulting contract.
8. The University accepts electronic signatures with the same force and effect as original, physically written signatures. By placing your name and email address here, you are certifying that you have the authority to bind your organization and that you agree to be bound by the certifications and all statements, representations, attachments, warranties and guaranties made in this Proposal, including but not limited to price, performance and financial terms. (Certify by typing your name and email address.)

_____

_____

_____

(Required: Maximum 1000 characters allowed)

| **1 7** | **Smoke-and-Tobacco-Free Campus** |

Smoking, using tobacco products, and using electronic cigarettes are prohibited in all facilities and on ALL University property. All employees of the selected Respondent and their subcontractors must adhere to this policy while working on campus.

Information regarding the University's Smoke-and-Tobacco-Free Campus policy can be found online at: https://policy.umn.edu/operations/smoketobacco

☐ Read and Understood
(Required: Check if applicable)

1 8	**Background Checks for Company Employees**

Do you complete background checks for your staff and subcontractors (specifically, account managers, drivers, delivery people, technicians, etc.) who might be on site at the University at any time and for any reason? Who completes your background checks?

_____

_____

_____

_____

(Required: Maximum 1000 characters allowed)

---

1 9	**Background Checks Scope**

The following is the scope of the background checks that the University would expect is conducted on employees who are onsite at the University:

- ID Trace Pro (address locator)
- County Criminal Record History (unlimited jurisdictions)
- National Criminal Database Search, including but not limited to:
    - Multiple AOC/DOC/DPS criminal data sources
    - Federal Bureau of Investigation Terrorist List
    - Federal/State/Local Wanted Fugitive Lists
    - Sexual/Violent Offender Registries
- FACIS Level 1 includes but not limited to:
    - Office of Inspector General List of Excluded Individuals
    - General Services Administration Excluded Parties Listing
    - Office of Foreign Assets Control SDN Search
    - Office of Regulatory Affairs/Food & Drug Administration Debarment List
    - Office of Research Integrity Administration Action List

Please confirm that you can provide these background checks and detail if there are any elements to which your background checks do not comply with these requirements. (Costs associated with these background checks are the responsibility of the Supplier, and should not be charged back to the University.)

_____

_____

_____

_____

(Required: Maximum 1000 characters allowed)

---

2 0	**Origin of Equipment, Components and Technologies**

The hardware/equipment does not include any (substantial or essential) components or critical technologies produced by:

- Huawei Technologies Company
- ZTE Corporation
- Hytera Communications Corporation
- Hangzhou Hikvision Digital Technology Company
- Dahua Technology Company
- Any Affiliate or Subsidiary of These Companies

☐ Comply   ☐ Not Comply
(Required: Check only one)

---

2 1	****Legal Name of the Respondent****

Provide company's legal name.

_____

_____

_____

(Required: Maximum 1000 characters allowed)

22	**Address**
	What is the address of the office which will fulfill this contract?
	(Required: Maximum 4000 characters allowed)

23	**Respondent Contact**
	Provide the <u>name, email address and phone number</u> of the Primary AND Secondary person in your organization to contact during the RFP evaluation process.
	(Required: Maximum 1000 characters allowed)

24	**Type of Organization**
	What type of organization is your company (e.g., public, private, etc.)?
	(Required: Maximum 1000 characters allowed)

25	**Number of Years in Business**
	How many years have you been in the business related to this RFP?
	(Required: Maximum 1000 characters allowed)

26	**Total Number of Employees**
	How many employees are in your organization?
	(Required: Maximum 1000 characters allowed)

27	**Company-wide Annual Sales Volume**
	What is your Company-wide Annual Sales Volume?
	(Required: Maximum 1000 characters allowed)

2 8	**Percentage Attributable to RFP Product/Service** What is the percentage of Annual Sales Volume Attributable to the product or service being requested in this RFP? *(Required: Maximum 1000 characters allowed)*

2 9	**Financial Statements Upon Request** Upon request, Respondent will provide a copy of audited financial statements for the past three (3) years. ☐ Will Provide Upon Request *(Optional: Check if applicable)*

3 0	**Current Relationship with the University** If you have a current relationship with the University, provide details. *(Required: Maximum 1000 characters allowed)*

3 1	**Performance Circumstances** Are there any circumstances impacting your ability to perform under any award made through this RFP process? If yes, provide detail about those circumstances. If none, note that. *(Required: Maximum 4000 characters allowed)*

3 2	****References**** Complete the following to provide a customer reference list of at least three (3) organizations (preferably universities or colleges) similar in size and scope to the University with which Respondent currently has contracts and/or has previously completed a similar project. **Note: The University reserves the right to contact these provided references, consider other references, or take into account Respondent's past performance at the University.**

3 3	**Company name # 1** Identify the company name of the reference. *(Optional: Maximum 1000 characters allowed)*

3 4	**Contact Name and Title** Identify the name and title of the contact for this reference. *(Optional: Maximum 1000 characters allowed)*

3 5	**Contact Phone and Email**
	Identify the phone and email contact for this reference.
	(Optional: Maximum 1000 characters allowed)

3 6	**Description**
	Provide a brief description of the goods/services provided for this reference.
	(Optional: Maximum 4000 characters allowed)

3 7	**Length of Business Relationship**
	Identify the length of the business relationship with this reference.
	(Optional: Maximum 1000 characters allowed)

3 8	**Other Relevant Information**
	Provide any other relevant information for this reference.
	(Optional: Maximum 4000 characters allowed)

3 9	**Company name # 2**
	Identify the company name of the reference.
	(Optional: Maximum 1000 characters allowed)

4 0	**Contact Name and Title**
	Identify the name and title of the contact for this reference.
	(Optional: Maximum 1000 characters allowed)

4 1	**Contact Phone and Email**
	Identify the phone and email contact for this reference.

(Optional: Maximum 1000 characters allowed)

4 2	**Description**
	Provide a brief description of the goods/services provided for this reference.

(Optional: Maximum 4000 characters allowed)

4 3	**Length of Business Relationship**
	Identify the length of the business relationship with this reference.

(Optional: Maximum 1000 characters allowed)

4 4	**Other Relevant Information**
	Provide any other relevant information for this reference.

(Optional: Maximum 4000 characters allowed)

4 5	**Company name # 3**
	Identify the company name of the reference.

(Optional: Maximum 1000 characters allowed)

4 6	**Contact Name and Title**
	Identify the name and title of the contact for this reference.

(Optional: Maximum 1000 characters allowed)

4 7	**Contact Phone and Email**
	Identify the phone and email contact for this reference.
	(Optional: Maximum 1000 characters allowed)

4 8	**Description**
	Provide a brief description of the goods/services provided for this reference.
	(Optional: Maximum 4000 characters allowed)

4 9	**Length of Business Relationship**
	Identify the length of the business relationship with this reference.
	(Optional: Maximum 1000 characters allowed)

5 0	**Other Relevant Information**
	Provide any other relevant information for this reference.
	(Optional: Maximum 4000 characters allowed)

5 1	**References Not Provided Explanation**
	If you have failed to provide references as per the instructions, please provide an explanation.
	(Optional: Maximum 1000 characters allowed)

5 2	****GENERAL QUESTIONS****

5 3	**Type of Solution**
	Is your proposed solution cloud-based, on-premise (University-hosted) or a hybrid of the two?
	(Required: Maximum 1000 characters allowed)

5 4	**High Level Overview**

Provide a high level overview (i.e. functionality, etc.) of your solution. Please describe any separate technology or dependencies that are necessary for the University to use your proposed solution.

NOTE: If your response is lengthy, summarize here and include a more detailed attachment. Label the file VendorName_HighLevel and upload to the Response Attachment tab.

(Required: Maximum 4000 characters allowed)

5 5	**Architecture Description**

Provide a high level description of your solution's architecture. Upload an architecture diagram that includes data flow details to the Response Attachment tab. Label the file VendorName_Architecture.

(Required: Maximum 4000 characters allowed)

5 6	**Similar Implementations**

Provide details of successfully installed instance(s) of your proposed solution that are similar in size and scope to the University. This should be the same version/solution you are proposing.

(Required: Maximum 4000 characters allowed)

5 7	**Demo/Sandbox site**

Will you provide a no cost demonstration or sandbox site for testing and evaluation purposes? Review the Usability Testing document in the Attachments tab for more information.

(Required: Maximum 1000 characters allowed)

5 8	**Differentiators**
	What are the main strengths of your product in comparison with similar solutions? What differentiates your company and products/services from those offered by your competitors?
	(Optional: Maximum 4000 characters allowed)

5 9	**Third Party/Subcontractor**
	What (if any) third parties provide support and/or software services as a subcontractor? Describe the nature of the work they do. What security review have you done relative to using these subcontractors?
	(Optional: Maximum 4000 characters allowed)

6 0	****AUTHENTICATION/AUTHORIZATION****

6 1	**Access and Security Roles**
	Describe in detail the types of access/security roles that are available in your solution and how they are assigned. List access granted to each role. To what extent can the University create custom roles with University-defined access?
	(Required: Maximum 4000 characters allowed)

6 2	**Customized Access**
	Describe how your solution allows system administrators to customize access for users (e.g., by function, etc.).
	(Required: Maximum 4000 characters allowed)

6 3	**Multiple Roles**
	To what extent does your solution allow for individuals to be assigned multiple roles?
	(Required: Maximum 4000 characters allowed)

6 4	**Single Sign-On**
	Does your solution provide for end-user authentication which supports the SAML 2.0 Web Browser SSO Profile as defined by the OASIS Security Services Technical Committee? (http://www.oasis-open.org/standards#samlv2.0)
	(Required: Maximum 4000 characters allowed)

6 5	****BROWSERS/MOBILE SUPPORT****

6 6	**Supported Browsers**
	Solution should be usable on all common browsers. List all browsers and versions that the University could use to utilize your proposed solution.
	(Required: Maximum 4000 characters allowed)

6 7	**Mobile Device Support**
	Can your solution be used on mobile devices? If yes, list all mobile devices and versions that the University could use to utilize your proposed solution (e.g., iOS, Android, etc.).
	(Required: Maximum 1000 characters allowed)

68	**Type of Mobile Design**
	How is your mobile solution designed? Is it a native app, a responsive website, or something else?
	(Required: Maximum 4000 characters allowed)

69	**Mobile Functionality**
	When using a mobile device, are there functions that cannot be performed on the mobile device that can be performed on a browser? List these and any other functional limitations when using mobile devices.
	(Optional: Maximum 4000 characters allowed)

70	****ACCESSIBILITY REQUIREMENTS****

71	**Web accessibility standards**
	Describe how your solution meets or exceeds Conformance Level AA of the W3C Web Content Accessibility Guidelines Version 2.1 (http://www.w3.org/WAI/intro/wcag).
	(Required: Maximum 4000 characters allowed)

7 2	**Accessibility**

Specifically describe the extent to which your solution is accessible to people with various disabilities including people who:

- are blind or have low vision;
- are deaf or hard of hearing;
- have mobility or dexterity limitations,
- have speech and communication impairments,
- are neurodivergent (e.g., have cognitive, learning, or attention-related differences).

(Required: Maximum 4000 characters allowed)

7 3	**Voluntary Product Accessibility Template**

Upload your Voluntary Product Accessibility Template (VPAT) or equivalent to the Response Attachments tab (label as 'vendorname_VPAT').

If applicable, Respondent must indicate any criteria marked as exceptions and the reason they haven't met them yet.

☐ VPAT or equivalent is attached
(Required: Check if applicable)

7 4	**Authoring**

Does your VPAT include the authoring and/or administrative side of your solution? If not, list all documented exceptions and challenges of the authoring and/or administrative side.

(Required: Maximum 4000 characters allowed)

7 5	**Accessibility Roadmap**

Where there are exceptions shown on your VPAT, describe the steps you are taking to improve the accessibility of the system. If the exceptions are not on your roadmap, explain why not.

(Required: Maximum 4000 characters allowed)

7 6	**Accommodation**

Accommodation

Where your solution is not compatible with assistive technologies, describe the options for workarounds, including modifications, peripherals or other add-ons.

_____
_____
_____
_____
_____
_____
_____

(Required: Maximum 4000 characters allowed)

7 7 Screen reader-compatibility

Describe how you have made your solution screen reader-compatible. Also describe any aspects of your solution, including content delivered through your solution, that are *not* screen reader-compatible, or which do not have a full-text equivalent (e.g. user interface, PDFs, images, charts, videos).

_____
_____
_____
_____
_____
_____
_____

(Required: Maximum 4000 characters allowed)

7 8 Determining Accessibility

Do you conduct the accessibility testing internally or do you use a 3rd party vendor (name the specific vendor)? When did you do the most recent accessibility evaluation and how often do you conduct them?

_____
_____
_____
_____
_____
_____
_____

(Required: Maximum 4000 characters allowed)

7 9 Internal Quality Assurance

Please describe internal quality assurance accessibility testing. List all automated tools, manual testing methods, and assistive technologies used.

_____
_____
_____
_____
_____
_____

(Required: Maximum 4000 characters allowed)

| 8 0 | **Compliance Leadership** |
| | How many full-time dedicated positions in your company are experts in accessibility and primarily responsible for accessibility compliance? If there is a chief accessibility officer or accessibility compliance officer, Provide a description of their experience and/or their credentials. |

(Required: Maximum 4000 characters allowed)

| 8 1 | **Training** |
| | What accessibility-related training have your developers and accessibility officers received (name specific entities and programs)? What accessibility-related continuing education do you provide to your staff? |

(Required: Maximum 4000 characters allowed)

| 8 2 | **Improve Accessibility** |
| | Provide three recent accessibility issues received by your compliance leadership. Describe the steps in which tickets are received and resolved. |

(Required: Maximum 4000 characters allowed)

| 8 3 | **Documentation** |
| | What documentation do you create on how to use your product with assistive technologies? Provide links for knowledge base articles that support your answer. |

(Required: Maximum 4000 characters allowed)

8 4	**UI customization**
	To what extent will User Interface customizations be supported? How do these customizations impact accessibility integrity?
	(Required: Maximum 4000 characters allowed)

8 5	**Accessibility**
	The Respondent understands and acknowledges that the University of Minnesota must comply with federal and state disability laws and accompanying regulations including and not limited to the Americans with Disabilities Act (ADA), The Rehabilitation Act of 1973, and the Minnesota Human Rights Act, as well as University policies. The Respondent also agrees to demonstrate compliance with the Department of Justice (DOJ) published Americans with Disabilities Act's digital accessibility rule: Nondiscrimination on the Basis of Disability; Accessibility of Web Information and Services of State and Local Government Entities [federalregister.gov]. This rule requires public universities to ensure their programs, services, and activities offered through digital tools, including web and mobile applications, are accessible. If the solution includes any end-user-facing human interface, such as an end-user device software component or web site form, file upload system, etc. the applicable standard for compliance is Web Content Accessibility Guidelines (WCAG 2.1 AA).
	If Respondent is able to meet the above criteria, note below in your response that you "Acknowledge and Agree" to these requirements. If Respondent is NOT able to meet these requirements, please note in your response exactly what part you cannot agree to and why that is.
	Note: The University, at its discretion, may at any time test the Service Provider's products or services covered by this Agreement to ensure compliance with Section 508. Testing that results in findings of non-compliance, shall result in a 25% reduction in the total cost of the products and/or services covered by this Agreement if the non-compliance is not corrected within 30 days of being reported to the Service Provider in writing. All withheld amounts will be paid to the Service Provider upon correction of the non-compliance and acceptance by the University. Said acceptance not to be unreasonably withheld. Failure to comply with these requirements shall constitute a breach and be grounds for termination of this Agreement and a pro-rated refund of fees paid from the University for the remainder of original contract period.
	(Required: Maximum 4000 characters allowed)

8 6	****USABILITY****
	Usability is different from User Acceptance Testing (UAT). Answers referencing UAT are not acceptable and earn no points.

87 Usability Experience Research Budget and Procedures

We expect that you undertake regular and ongoing research to understand the needs and expectations of both existing end users and newcomers who lack training or familiarity using the solution. Describe your company's current user-experience research budget and procedures (e.g., formal usability testing agency vs. in-house staff, support personnel, recruitment and selection of people participating in testing, etc.).

(Required: Maximum 4000 characters allowed)

88 Recent usability test

Specify the date of the last usability test conducted on your proposed solution. If no testing has been done, describe how the designers received feedback from people who have never used your solution before. (Tests of future releases or features not offered in the proposed solution are not what we are seeking.)

(Required: Maximum 4000 characters allowed)

89 Test plan and scenarios from last usability test

Provide the test plan and the scenarios/tasks that were used for your last usability test. Upload an appropriately named file to the Response Attachments tab.

☐ Available ☐ Not Available
(Required: Check only one)

90 Results from recent usability test

Provide a recent example of usability testing results. We look for demonstrated understanding of the solution's user profile and the relationship between that user profile and the perceptions, attitudes, values, and behaviors they take using the solution. Testing results and discussion should exhibit receptiveness to feedback through demonstrated willingness to challenge assumptions and confront existing paradigms. Your example will be assessed according to its willingness to advocate for the user with a commitment to fundamental principles like freedom of thought and expression, equality, respect for others, diversity, and social justice.

(Optional: Maximum 4000 characters allowed)

9 1	**Usability improvements**

Provide three recent usability issues discovered in your proposed solution. Describe the steps in which tickets regarding issues like these are received and resolved. For example, customers commonly identify usability issues in the following areas:

- Efficiency: Users want to perform a process within a reasonable timeframe.
- Effectiveness: Users want to successfully complete tasks without assistance.
- Engaging: Users want to rate their experience as satisfying or enjoyable.
- Error tolerant: Error messages should be easier for users to understand and recover from successfully.
- Easy to learn: Users want to get started right away, and their ability to do tasks should improve as they become more familiar with your solution.

Your response does not need to address each of these areas specifically.

(Required: Maximum 4000 characters allowed)

9 2	****SECURITY****

For each of the following, you may upload supporting documentation to Response Attachments. Label the files as instructed in each item. Finalists may be required to complete an in depth security questionnaire.

9 3	**Stack Description - NS06**

Describe the levels of the stack for which you as vendor are responsible. The levels of the stack are defined as: Application, Operating System, Network/Firewall, Encryption, Compute/Storage/Network Infrastructure. Label supporting documentation: VendorName_NS06-Stack.

(Required: Maximum 4000 characters allowed)

9 4	**Data Protection - DS03**

Describe controls employed to protect any University data solicited, stored, processed, or transmitted by your product. Label supporting documentation: VendorName_DS03-DataProtection.

(Required: Maximum 4000 characters allowed)

9 5	**Security Policies - SPP02**

Describe review schedules and upload documentation for the following policies:

- Enterprise Security
- Acceptable/Responsible Use
- Privacy
- Security Incident Response.

Label file(s) VendorName_SPP02-<Title>Policy

(Required: Maximum 4000 characters allowed)

9 6	**Data Destruction - SPP10**

Identify your process and timeframe for secure deletion or return of University private data, including backups, at the end of the contract. Select one of the 4 options:

1. All production data is automatically deleted and backup data is overwritten
2. Will delete all data upon request
3. Unable to delete all data
4. Intentionally retain any data post-contract (specify data retained).

Please attach any supporting documentation under the name "VendorName_SPP10."

☐ Automatic Deletion and Overwriting   ☐ Will Delete All Data Upon Request

☐ Unable to Delete All Data   ☐ Intentionally Retain Data Post-Contract
(Required: Check only one)

9 7	**Data Destruction - SPP10**

As applicable, describe the timeframe associated with your answer above. Also, if applicable, specify the data you retain.

(Optional: Maximum 4000 characters allowed)

98	**Admin Controls - AM02**
	Describe administrative access controls, including controls applicable to accounts and systems with administrative privileges, access review frequency, and source IP address whitelisting. Label supporting documentation: VendorName_AM02-AdminControls.
	(Required: Maximum 4000 characters allowed)

99	**Authentication - AM05**
	The University employs Shibboleth SAML2, plus Duo for multi-factor authentication. Describe how your product can integrate with the University's authentication mechanism (*e.g., bi-directional SAML 2.0).* Label supporting documentation: Vendor Name_AM05-SAML2
	(Required: Maximum 4000 characters allowed)

100	**Data Center Locations - PS01**
	Identify all data centers that would hold University data with their location and host/operator if a third party. Include backup or failover sites. Identify any security certifications available for those data center(s). Label supporting documentation: VendorName_PA01-DataCenters.
	(Required: Maximum 4000 characters allowed)

101	**Physical Security - PS02**
	Describe the physical controls protecting access to the product or service infrastructure (e.g., badge access, key access, UPS, fire suppression, etc.). Label supporting documentation: VendorName_PS02-PhysicalSecurity.
	(Required: Maximum 4000 characters allowed)

102	**Incident Response - SR01**
	Describe your incident detection and response process and procedures. Label supporting documentation: VendorName_SR01-IncidentResponse.
	(Required: Maximum 4000 characters allowed)

103	**Data Incident/Breach**
	Please describe any past security incidents/breaches and the steps you took to resolve/address them.
	(Required: Maximum 4000 characters allowed)

104	**Splunk Integration - SR04**
	Describe how your solution integrates with the University's Splunk log management solution. Label supporting documentation: VendorName_SR04-Splunk.
	(Required: Maximum 4000 characters allowed)

105	**Security assessments - SA03**

List current attestations, with date of issue, for your system and process certifications, including but not limited to:

- SSAE18/SysTrust
- HIPAA
- PCI DSS
- ISO 27001
- NIST/FISMA
- Cloud Security Alliance (CSA) self assessment or CAIQ
- Cloud Security Alliance STAR certification
- Data Privacy Policy
- Other (i.e., independent vulnerability assessments of your systems and/or applications)
- Label supporting documentation: VendorName_SA03-Attestations.

(Required: Maximum 4000 characters allowed)

106	**Outbound Email**

The University of Minnesota requires Domain-based Message Authentication, Reporting & Conformance ([DMARC](#)) for all mail which requires one or both of DKIM (preferred) or SPF standards. Which of these technologies does your solution support for mail that would be sent as the University of Minnesota (@[umn.edu](#))? Upload supporting documentation to the Response Attachments tab. Label the file VendorName_DMARC_ME01

(Required: Maximum 1000 characters allowed)

107	**In-Depth Security Questionnaire**

At some point in the process of reviewing your proposal (e.g. as a supplier finalist or semifinalist), you may be instructed to complete an in-depth security questionnaire that will be emailed to you (in an Excel spreadsheet format), and to provide additional security-related information and documents.

This questionnaire and request will be generated by the University Information Security department (UIS), and routed through Purchasing Services, and UIS will analyze your response.

You understand that if a supplier then provides incomplete information or overly brief answers, doesn't supply certain documents, etcetera then UIS may recommend to the sponsoring RFP department to not move forward with that supplier.

Similarly, if the information is otherwise complete but raises concerns, then UIS may make the same or similar recommendation.

We mention this so that if you receive such a request, please be diligent about providing a detailed and complete response.

☐ Read and Acknowledged
(Required: Check if applicable)

108	****SSAE 18, SOC 2****

109	**SSAE 18, SOC 2**
	Will you agree to provide the University with an SSAE 18, Soc 2 audit on an annual basis?
	(Required: Maximum 1000 characters allowed)

110	**Other Independent Assessment**
	If you do not conduct an SSAE 18 audit, describe the other types of independent assessments you could obtain to verify the controls on your system. What other types of assurances would you provide to the University regarding the controls on your system?
	(Required: Maximum 1000 characters allowed)

111	**Third Party SSAE 18**
	If you use any third parties to house infrastructure or University Data (as such term is defined in the University's Data Security Appendix), will you agree to require a SSAE 18, SOC 2 audit from them?
	(Required: Maximum 1000 characters allowed)

112	****CLOUD/VENDOR HOSTED SECURITY QUESTIONS****
	Selected finalists will be required to complete a more detailed security questionnaire that will ask a number of questions and ask for additional information.

113	**Data Attributes**

114	**Data Ownership**
	Respondent agrees that the University owns all University content and University data held by the Respondent.
	☐ Comply ☐ Not-Comply
	(Required: Check only one)

115	**Data Access**
	Respondent agrees that, at any time, the University will have total access to all University content and data held by the Respondent.
	☐ Comply ☐ Not-Comply
	(Required: Check only one)

116	**Data Moves**
	If data is moved from one location to another, the University must be notifed prior to the move.
	☐ Comply ☐ Not-Comply
	(Required: Check only one)

| 1 1 7 | **Termination**

Upon termination of the contract for any reason, Respondent agrees to provide University with total access to download/transfer all University content and data. Transfer to be done in a usable format and within a mutually agreeable time frame.

☐ Comply ☐ Not-Comply
(Required: Check only one) |

| 1 1 8 | **Termination Assistance**

Describe the termination assistance you would provide to the University upon contract termination including a description of the format you will use to provide the University it's data.

(Required: Maximum 4000 characters allowed) |

| 1 1 9 | **Data Destruction**

What assurances will you provide to the University, that all University private data will be securely and completely destroyed at the end of the contract - including data in backup files?

(Required: Maximum 4000 characters allowed) |

| 1 2 0 | **Data Mining**

Respondent agrees that no data mining will be done on University data without previous permission from the University.

☐ Comply ☐ Not-Comply
(Required: Check only one) |

| 1 2 1 | ****Backup and Disaster Recover**** |

| 1 2 2 | **Complete Copy**

The University requires that the respondent maintain a complete and current copy of the website and/or the database, on a server located in an offsite data center.

☐ Comply ☐ Not-Comply
(Required: Check only one) |

| 1 2 3 | **Backup Frequency**

How often is a full backup completed? How often are incremental backups completed?

(Required: Maximum 1000 characters allowed) |

124 Disaster Recovery

Briefly describe your disaster recovery plan including types of testing you do, notifications University will receive and recovery time. How is the recovery process initiated if backups are needed? What is the maximum response time for restoring data from the backup?

(Required: Maximum 4000 characters allowed)

125 Service Interruption

In the event that the service is interrupted to the main website or database, how quickly will a remote server be activated so that access to the website or database continues with minimal interruption.

(Required: Maximum 1000 characters allowed)

126 **SOFTWARE/SOLUTION LIFECYCLE**

127 Roadmap

What is the expected roadmap for the next five years? What features do you expect to release in the next 6-12 months?

(Required: Maximum 4000 characters allowed)

128 Inhouse or Acquired

Did you develop this product in-house or was it acquired in a business purchase/merger?

☐ Developed In-House   ☐ Acquired in a Purchase/Merger
(Required: Check only one)

129 Security Patches

How often do you release security patches?

(Required: Maximum 1000 characters allowed)

1 3 0	**Bug Fixes** How often do you release bug fixes? *(Required: Maximum 1000 characters allowed)*

1 3 1	**Major/Minor Releases** How often do you issue major releases? Minor releases? *(Optional: Maximum 4000 characters allowed)*

1 3 2	**Next Scheduled Major Release** When is your next scheduled major release/upgrade and what is proposed to be in that release? *(Required: Maximum 1000 characters allowed)*

1 3 3	****IMPLEMENTATION****

1 3 4	**Implementation Services** Provide an overview of your implementation and integration services. *(Required: Maximum 4000 characters allowed)*

1 3 5	**Implementation Methodology** Describe your implementation methodology. *(Required: Maximum 4000 characters allowed)*

136	**Implementation Plan**
	Provide a brief overview of your proposed implementation plan. You may upload a high level implementation plan to Response Attachments. Label the file 'VendorName_ImplementationPlan.'
	(Required: Maximum 4000 characters allowed)

137	**University Resources**
	Describe University resources required for your implementation including skill sets required, estimated number of hours and roles and responsibilities.
	(Required: Maximum 4000 characters allowed)

138	**Risk Management**
	Identify risks typically encountered in an implementation similar to ours. Describe your process for identifying, managing, and mitigating these risks during the implementation.
	(Required: Maximum 4000 characters allowed)

139	**Phased Approach**
	If applicable, describe how your product can be installed and implemented in a phased approach?
	(Optional: Maximum 4000 characters allowed)

140	**Concurrent Implementations**
	How many concurrent implementations can your current staff resources handle? How may are currently in the queue?
	(Required: Maximum 1000 characters allowed)

1 4 1	**Implementation Team** What resources would you assign to this implementation? Briefly describe their roles and experience level. _____ _____ _____ _____ _____ _____ *(Required: Maximum 4000 characters allowed)*
1 4 2	****CLOUD PERFORMANCE AND AVAILABILITY**** If your solution is on-premises, please answer the following questions "Not Applicable to this section." If applicable, provide a copy of your Availability Service Level Agreement (SLA) and Remedies for failure to meet those commitments. Label this appropriately and upload to the RFP Response Attachment section.
1 4 3	**Available 24x7** Proposed solution/application must be available for access by University users 24 hours per day, each day of the year, except during pre-agreed upon periods of scheduled maintenance with an average availability/uptime of 99.9%. ☐ Comply ☐ Not-Comply *(Required: Check only one)*
1 4 4	**Availability** What is the average availability/uptime of your site? What is your commitment to maintaining and uptime of 99.9% or better? How many times did you miss a monthly average of 99.9% availability/uptime in the last 12 months? Discuss the issues that you have had with unplanned outages or downtime in the past 12 months, including the cause(s) and how quickly they were resolved. _____ _____ _____ *(Required: Maximum 1000 characters allowed)*
1 4 5	**Scheduled Maintenance** Scheduled maintenance periods should be kept to a minimum and should be deployed with a minimum disruption of service and/or risk of data loss or damage. ☐ Comply ☐ Not-Comply *(Required: Check only one)*
1 4 6	**Scheduled Downtime and Notification of Planned and Unplanned Outages** When do you typically schedule downtime for maintenance and how long does it usually last? What method do you use to notify the University of planned and unplanned outages? If applicable, list the website where the University can access information about downtime and outages. _____ _____ *(Required: Maximum 1000 characters allowed)*

147	**Notification**
	Notifications related to scheduled maintenance and downtime should be provided at least two weeks in advance of any scheduled outage that would prevent the University from accessing or using your solution, University content or data.
	☐ Comply ☐ Not-Comply
	(Required: Check only one)

148	**Measurement of Uptime**
	How do you measure system availability or uptime? What is included and what is not included? What is your metric for determining a serious degradation of performance?
	(Required: Maximum 4000 characters allowed)

149	**Uptime Reporting**
	What type of reporting will you provide to the University regarding availability percentages? How often will these reports be provided? If applicable, list the website where the University can access information about uptime reports.
	(Required: Maximum 4000 characters allowed)

150	**Remedies for Downtime**
	Outline remedies for not meeting availability commitments.
	(Required: Maximum 4000 characters allowed)

151	**Load Time**
	What is your average load time for a web page?
	(Required: Maximum 1000 characters allowed)

1 5 2	**Factors Affecting Load Time** What factors can affect load times and how do you mitigate these?
	_____ _____ _____ _____ _____ _____ _____ *(Required: Maximum 4000 characters allowed)*

1 5 3	**Concurrent Users** Indicate the maximum number of concurrent users that your proposed solution can handle.
	_____ _____ _____ *(Required: Maximum 1000 characters allowed)*

1 5 4	**Scalability** Describe the scalability of your solution and architecture including how the solution would handle increased future demands.
	_____ _____ _____ _____ _____ _____ _____ *(Required: Maximum 4000 characters allowed)*

1 5 5	**Load Testing** Solution provides for load testing, performed during testing and installation, to ensure the solution will be able to handle production load. ☐ Comply ☐ Not-Comply ☐ Unable to Delete All Data ☐ Intentionally Retain Data Post-Contract *(Required: Check only one)*

1 5 6	**Prevent Automatic Shut Down** Describe steps you take to avoid automatic shut down (e.g., invoice disputes, at renewal, grace periods, system date errors, etc.).
	_____ _____ _____ _____ _____ _____ _____ *(Optional: Maximum 4000 characters allowed)*

1 5 7	****SUPPORT AND HELP FEATURES****

158	**Support**
	Describe how you will provide support. Include the type of support levels that are available, hours of support and where your support centers are located. Indicate which level of support is included in your proposal, and why you are recommending this level of support.
	If applicable, provide a copy of your Support Service Level Agreement (SLA). Label this appropriately and upload to the RFP Response Attachment section.
	(Required: Maximum 4000 characters allowed)

159	**Support Portal**
	Does your solution provide a portal for requesting support, viewing the status of service requests, and obtaining general service information? If so, describe the portal.
	(Required: Maximum 4000 characters allowed)

160	**Response Time**
	What is your guaranteed response time to service issues? Include initial response time and mean time to repair/fix the issue.
	(Required: Maximum 1000 characters allowed)

161	**University Escalation**
	Can the University escalate support requests?
	☐ Yes ☐ No
	(Required: Check only one)

162	**Remedies**
	Detail the remedies that you will provide if you do not meet the service levels as outlined in your Support SLA.
	(Required: Maximum 4000 characters allowed)

1 6 3	**User Support Group/Forum** Describe any user support groups or forums that you have. _(Optional: Maximum 1000 characters allowed)_

1 6 4	**Help Features** Describe your solution's help features. _(Required: Maximum 4000 characters allowed)_

1 6 5	**Knowledge Base** Is there an available knowledge base that can be integrated with TeamDynamix to assist the University Help Desk? _(Optional: Maximum 1000 characters allowed)_

1 6 6	****TRAINING AND DOCUMENTATION****

1 6 7	**Training Details** Describe the types of training that are available. Include available formats (e.g., online, in-person, train-the-trainer, etc.), whether they are on-time or on-going, and the general content of the training. Indicate the type(s) of training that are included in your proposal. _(Optional: Maximum 4000 characters allowed)_

1 6 8	**Documentation** What types of documentation do you provide, and how is it made available? _(Required: Maximum 4000 characters allowed)_

169	**Updated Documentation**
	How soon after version upgrades and major updates occur, is documentation updated and made available to clients?
	(Required: Maximum 1000 characters allowed)

170	****REPORTING****

171	**Report Descriptions**
	List and describe the standard/canned reports that are included with your proposed solution. Further describe: the type(s) of reports you can provide, available report formats (e.g., Excel, csv, PDF, etc.), frequency of reports, method of report delivery (electronic, paper, web-based), and process for requesting reports.
	Upload samples of the most widely used standard reports included with your proposed solution. Label the file 'VendorName_StdReports.'
	(Required: Maximum 4000 characters allowed)

172	**Report Options**
	Describe options for modifying, viewing, exporting, and printing standard reports. Describe the University's ability to automatically generate and publish scheduled reports.
	Can modified reports be stored, saved, rerun, and/or shared? What roles have these abilities?
	(Required: Maximum 4000 characters allowed)

173	**Report Preview/Extract**
	Describe ability to enter criteria, extract data, and preview reports.
	(Required: Maximum 4000 characters allowed)

174	**Ad Hoc Reporting**
	Describe ad hoc reporting abilities included with your proposed solution. List available parameters for ad hoc reporting.
	(Required: Maximum 4000 characters allowed)

175	****PRICING****

176	**Pricing Attachment**
	You must download the Pricing Workbook Attachment and enter detailed costs there. You may insert lines as needed. Save the document as VendorName_Pricing and upload your completed worksheet, in Excel format, to Response Attachments. **Include costs for everything required to provide the functionality you have outlined in your response.**
	If it would help the University understand the pricing, in addition to the completing the Pricing Workbook, please attach a quote or other standard pricing documentation for review.
	☐ Read and Understand
	(Required: Check if applicable)

177	**Describe Pricing Model**
	Please provide additional information about the pricing, including, but not limited to:
	• What is covered by the cost?
	• What is the basis for the cost?
	• What are the limitations on user counts or supported clients based upon the proposed cost?
	• Please also provide other information you believe we would need in order to understand the pricing structure.
	(Required: Maximum 4000 characters allowed)

178	**Price Breaks**
	Describe any tiers/quantities for price breaks.
	(Required: Maximum 4000 characters allowed)

1 7 9	**Higher Ed Discount**
	Describe your discounting methodology for higher education clients. Will you consider offering additional discounts or implementation/training credits?

(Required: Maximum 4000 characters allowed)

1 8 0	**Hold Discounts**
	For future upgrades or add-on purchases, will you maintain the discount levels offered in this RFP? For how long?

(Required: Maximum 1000 characters allowed)

1 8 1	**Pricing Increases**
	The University prefers that the prices remain the same for the three year life of the initial contract with a 2% cap on increases for each renewal term. If you will agree to this, signify your agreement here. If you will not agree to this, include your proposed increases here.

(Required: Maximum 1000 characters allowed)

1 8 2	****INTEGRATIONS****

1 8 3	**Integration strategy**
	Describe your overall strategy for integrating/interfacing with third party systems.

(Required: Maximum 4000 characters allowed)

184

Integration tools

Describe integration tools that can be used (e.g., APIs, web services, etc.).

(Required: Maximum 4000 characters allowed)

185

Web browser integrations

Are any system or web browser integrations dependent on versions of other products? How do you handle updates to other systems (e.g. Chrome, Gmail) that may affect your product?

(Required: Maximum 4000 characters allowed)

186

General integrations

Please describe how your platform integrates with non-specified University systems.

(Required: Maximum 4000 characters allowed)

187

API capabilities

Please describe your API capabilities. Roughly how much of the system can be accessed through an API call. How many API integrations have you implemented with this software?

(Required: Maximum 4000 characters allowed)

188	**API technical specifications**
	What are the technical specifications of your API? (REST vs. SOAP)
	(Required: Maximum 4000 characters allowed)

189	**Data import formats**
	List supported data import formats.
	(Required: Maximum 4000 characters allowed)

190	**Data export formats**
	List supported data export import formats.
	(Required: Maximum 4000 characters allowed)

191	****PCI COMPLIANCE****

192	**PCI DSS Compliance**
	Respondent represents and warrants, on behalf of itself and each of its Subcontractors, that it is currently compliant with the Payment Card Industry Data Security Standard (PCI DSS).
	☐ Comply ☐ Not-Comply
	(Required: Check only one)

193	**Cardholder Data Security**
	Respondent agrees, on behalf of itself and each of its Subcontractors, that it shall be responsible for the security of any cardholder data possessed or otherwise stored, processed or transmitted on behalf of the customer, or to the extent that Respondent could impact the security of the customer's cardholder data environment.
	☐ Comply ☐ Not-Comply
	(Required: Check only one)

194	**PCI DSS Requirements**

The successful Respondent will be required to provide a detailed PCI DSS requirements document prior to award of contract. This document should clearly show which PCI DSS requirements are to be entirely or partially managed by the University.

☐ Comply   ☐ Not-Comply
(Required: Check only one)

195	**PCI DSS Contract Exhibit**

Indicate whether or not Respondent agrees to incorporate into the final agreement, the language shown in the Cardholder Data Security attachment found in the Attachments tab of this RFP. If not, provide explanation.

(Required: Maximum 1000 characters allowed)

196	**PCI DSS Documentation**

Respondent to upload a copy of its PCI DSS Self-Assessment Questionnaire D and/or Attestation of Compliance for Service Providers to Response Attachments. Label the file VendorName_PCIDocumentation.

☐ Read and Understand
(Required: Check if applicable)

197	**Credit Card Data Flow**

Respondent to upload a detailed credit card data flow document showing how the customer provides their credit card information, how the credit card information is transmitted, processed, and stored, and how the funding is received by the University. Label the file VendorName_CreditCardDataFlow.

☐ Read and Understand
(Required: Check if applicable)

198	**VISA Global Registry**

Are you listed on the VISA Global Registry of Service Providers?

(Required: Maximum 1000 characters allowed)

199	**QSA**

Are you currently under contract with a Qualified Security Assessor (QSA)? If yes, provide the name of the QSA company.

(Required: Maximum 1000 characters allowed)

200	**Vulnerability Scanning**

How often do you conduct vulnerability scanning? Who conducts your vulnerability scanning?

(Required: Maximum 1000 characters allowed)

2 0 1	**Penetration Testing**
	How often do you conduct penetration testing? Who conducts your penetration testing?
	(Required: Maximum 1000 characters allowed)

2 0 2	**Credit Card Processing**
	Explain how funds from credit card transactions will be provided to the University. The University is able to provide a payment gateway (Cybersource), and/or a Wells Fargo merchant account (First Data Platform). EFT payments are not allowed.
	(Required: Maximum 4000 characters allowed)

2 0 3	**P2PE Solution**
	Respondents with network connected credit card acceptance devices (POI devices) are required to provide a PCI SSC Point-to-Point Encryption (P2PE) Solution for card-present and MOTO credit card transactions. Explain your PCI DSS P2PE Solution, making sure to detail all P2PE solution providers, payment gateway providers, tokenization providers, etc. required to implement your solution. Provide the PCI SSC P2PE Solution Reference Number. Provide a copy of the P2PE Implementation Manual (PIM) to Response Attachments. Label the file VendorName_PIM.
	(Required: Maximum 4000 characters allowed)

2 0 4	****Engagement-Specific Questions****

2 0 5	****Development****

2 0 6	**Environments Description**
	Describe the different environments you are providing (ie: production vs non-production) and how code can identify which environment it is running in
	(Required: Maximum 4000 characters allowed)

207	**Envionments Management**
	Describe the process for provisioning and removing additional environments
	(Required: Maximum 4000 characters allowed)

208	**Environment Access**
	Describe any means to lock down or edit code on live environments
	(Required: Maximum 4000 characters allowed)

209	**Database Copying**
	Describe how you copy/move databases between different environments
	(Required: Maximum 4000 characters allowed)

210	**File Copying**
	Describe how you copy/move files between different environments
	(Required: Maximum 4000 characters allowed)

211	**Version Control**
	Describe version controls tools that are available and how they are integrated
	(Required: Maximum 4000 characters allowed)

2 1 2	**Site Management at Scale**
	Describe your plan to support ~2000 sites (eg multisite / individual docroots / etc) including how we would deploy code, run database updates, cache clears etc. across all sites
	(Required: Maximum 4000 characters allowed)

2 1 3	**Continuous Integration**
	Describe your continuous integration tools and how they would work for build / test / deploy process
	(Required: Maximum 4000 characters allowed)

2 1 4	**Local Development**
	Describe any recommended tooling and workflows for employing local development environments
	(Required: Maximum 4000 characters allowed)

2 1 5	**Code Deployment Management**
	We have a need to deploy common platform code across all of our sites AND allow some sites to use custom site-specific code. Describe how this would work on your solution.
	(Required: Maximum 4000 characters allowed)

2 1 6	**Event Hooks**
	Describe tools available to take actions when certain events occur (e.g. code deployments, copying databases between environments)
	(Required: Maximum 4000 characters allowed)

2 1 7	**Automated testing**
	Describe any integrations with automated testing frameworks (PHPUnit, Behat, Cypress, etc.).
	(Required: Maximum 4000 characters allowed)

2 1 8	**API Functionality**

2 1 9	**Environment API**
	Describe your API functionality for managing databases and environments
	(Required: Maximum 4000 characters allowed)

2 2 0	**Deployment API**
	Describe your API functionality for code deployments
	(Required: Maximum 4000 characters allowed)

2 2 1	**Hosting**

222	**Certificate Management**
	Describe how we can upload and install our own certificates
	(Required: Maximum 4000 characters allowed)

223	**DNS Setup**
	Describe how your solution will interact with the University DNS
	(Required: Maximum 4000 characters allowed)

224	**Server Location**
	Where will the servers be located? Are we able to choose, and if so, what are the options? Can you guarantee the servers will be located in the United States?
	(Required: Maximum 4000 characters allowed)

225	**DR Overview**
	Describe your disaster recovery (DR) plan, testing strategy, and procedures
	(Required: Maximum 4000 characters allowed)

226	**DR Backup Location** Can you guarantee DR backup in separate geographical locations?
	(Required: Maximum 4000 characters allowed)

227	**Hardware Access Control** Describe your access control model for hardware
	(Required: Maximum 4000 characters allowed)

228	**Remote Access** Describe how we would access the servers to run drush commands, manage files, databases, and view code, etc.
	(Required: Maximum 4000 characters allowed)

229	**PCI Segregation** Describe your process for segregating PCI sites from non-PCI sites
	(Required: Maximum 4000 characters allowed)

230	**Log Retention** Describe your log retention policy
	(Required: Maximum 4000 characters allowed)

2 3 1	**Log Access** Describe our access to the logs and what log processing tools are available
	(Required: Maximum 4000 characters allowed)

2 3 2	**Platform Management Tools** Describe what UI tools are available for managing the platform
	(Required: Maximum 4000 characters allowed)

2 3 3	**Drupal Hosting** Describe how your server and application environments are optimized for Drupal hosting
	(Required: Maximum 4000 characters allowed)

2 3 4	**Public/Private Files** How do you handle Drupal's public/private file systems across environments?
	(Required: Maximum 4000 characters allowed)

2 3 5	**Site Isolation**
	Will we be able to isolate select websites from our other sites?
	(Required: Maximum 4000 characters allowed)

| 2 3 6 | ****Scalability**** |

2 3 7	**Infrastructure Monitoring**
	Describe how your solutions monitors infrastructure for service disruptions
	(Required: Maximum 4000 characters allowed)

2 3 8	**Upsizing/scaling**
	Describe how you handle upsizing/auto-scaling for traffic spikes or anticipated traffic increases
	(Required: Maximum 4000 characters allowed)

2 3 9	**Monitoring Tools**
	Describe any stack monitoring tools available to us
	(Required: Maximum 4000 characters allowed)

2 4 0	**Drupal Performance Tools** Describe any built-in tools for monitoring and optimizing Drupal performance *(Required: Maximum 4000 characters allowed)*

2 4 1	**Server-side Caching** Describe your server-side caching features (e.g. Varnish, Memcache, Redis) and processes for clearing caches *(Required: Maximum 4000 characters allowed)*

2 4 2	****Security****

2 4 3	**Vulnerability Scanning** Describe how you protect sites on your platform from security vulnerabilities including cross-site scripting, code injection, etc. *(Required: Maximum 4000 characters allowed)*

2 4 4	**Drupal Security** Describe your process for scanning for Drupal security updates and notifying us about necessary updates *(Required: Maximum 4000 characters allowed)*

2 4 5	**Change Logging**
	Describe audit logs of all changes/who initiated changes within your toolset. Describe the process by which we can get access to these logs
	(Required: Maximum 4000 characters allowed)

2 4 6	**Security Strategy**
	Describe your strategy to stay current on security vulnerabilities across your infrastructure
	(Required: Maximum 4000 characters allowed)

2 4 7	**Non-Production Security**
	Describe how your solution protects non-production sites from DDOS attacks.
	(Required: Maximum 4000 characters allowed)

2 4 8	****Support****

2 4 9	**Drupal Experience**
	Describe your level of experience supporting Drupal
	(Required: Maximum 4000 characters allowed)

250 Support Escalation

Describe the escalation process and if there is a dedicated contact(s)

(Required: Maximum 4000 characters allowed)

251 Site Event Support

Describe your process for supporting site launches and critical site events

(Required: Maximum 4000 characters allowed)

252 Database Backups

Describe your automatic and manual database backup processes and retention policies

(Required: Maximum 4000 characters allowed)

253 Database Restoration

Describe the process for restoring a backed up database including recovery time

(Required: Maximum 4000 characters allowed)

254 Site File Backups

Describe any automated or manual site file backup processes and retention policies

(Required: Maximum 4000 characters allowed)

255	**Site File Restoration**
	Describe the process for restoring specific files or directories from backups
	(Required: Maximum 4000 characters allowed)

256	****TRAINING****

257	**Drupal Training**
	Describe any Drupal training included with your solution. (e.g. Drupalize.me)
	(Required: Maximum 4000 characters allowed)

258	****AUTHENTICATION/AUTHORIZATION****

259	**Account Security**
	Describe the ability to enforce password policy and two factor authentication to your toolset if your solution does not support SSO.
	(Required: Maximum 4000 characters allowed)

260	****INTEGRATIONS****

261	**Search Instance**
	Describe the hosted search Drupal integrations your platform supports, if any (e.g. SOLR)
	(Required: Maximum 4000 characters allowed)

2 6 2	**Static IP**
	Do you provide EIPs/static IPs for outgoing requests?
	(Required: Maximum 4000 characters allowed)

2 6 3	****GENERAL QUESTIONS****

2 6 4	**Drupal Community**
	Describe your contributions to the Drupal community
	(Required: Maximum 4000 characters allowed)

2 6 5	**Content Policy**
	Do you have a content policy for the websites you host? If so, please provide your policy and describe enforcement.
	(Required: Maximum 4000 characters allowed)

Supplier Information

Company Name: _____

Contact Name: _____

Address: _____

_____

_____

Phone: _____

Fax: _____

Email: _____

Supplier Notes

_____

_____

_____

_____

_____

_____

_____

_____

_____

By placing your name here, you are certifying that you have the authority to bind your organization and that you agree to be bound by the certifications and all statements, representations, attachments, warranties, and guarantees made in this Proposal, including but not limited to representations as to price, performance and financial terms.

_____   _____

Print Name   *Signature*