Enterprise Resource Planning System Replacement

Information Technology Questionnaire

Addendum B

A. **Product software delivery methods**: describe how your software solution(s) are delivered (SaaS, on-premise, etc.).

B. **End user client access options**: describe the applications available to end users to view, edit or add data to your solutions. Specifically indicate if these technologies are delivered as installed software, web applications, and/or mobile applications (this can be provided as an attachment).

C. **Product support and service warranty**: describe your support model including methods for requesting support, SLA levels and any fees related to specific support options. This can be provided as an attachment.

D. **Support center locations:** please list any current support center locations which would support VEIC's implementation if located outside of the US.

E. **Product and service history**: list system uptime statistic for the past three years. This can be provided as an attachment.

F. **Software development regions:** include the countries where software development activities supporting your solution(s) occur if they occur outside of the US or EU.

G. **Product upgrades and new version releases**: provide a history of product updates and patches for the prior 3 years of your solution. Please indicate any security related patches or CVEs which were issued specific to your solutions during that same 3-year period. This can be provided as an attachment.

    a. For on premise solutions where VEIC would be required to install updates, please provide an example set of instructions for install of a major, minor and security related update (or the equivalent). This can be provided as an attachment.

H. **Data retention capabilities**: describe the ability for your solution to retain historical transaction data and indicate if there are any limitations based on number of transactions or age of transactions.

I. **Data center and data storage locations**: for SaaS based solutions, indicate where VEIC's data will be stored. Documents and data belonging to VEIC, and its partners may not leave the United States due to contractual obligations. Provide assurances that all VEIC data will remain within United States boundaries, including during events that leverage any disaster recovery infrastructure.

J. **Authentication capabilities**: indicate the range of authentication options and capabilities your solution supports. Specifically indicate if your solution can support SAML or OAUTH based and preferably integrated with Azure Active Directory. Also indicate if password only (non-SAML/OAUTH) logins are with MFA capabilities supported for specific accounts.

K. **Direct reporting access:** please describe if your solution supports direct access to table level data for use in custom reporting by VEIC staff and how this access is provided.

L. **Testing environments:** please describe how your solution provides testing and training environments to support VEIC's work? Please describe how testing of major changes, new versions and other features is normally performed.

M. **Training resources:** Please provide a description of how end users, administrators and other user types are trained. Please indicate how initial training occurs as compared with training related to upgrades and enhancements to the solution.

N. **Application Programming Interface:** Does your product have an API for integrations with other applications?