**Attachment I. Technical Questionnaire**

1. **Security:**

* Do your security requirements for cloud services follow NIST Special Publication 800-53?
* Is your proposed solution FedRAMP moderate or higher?
* How do you validate your security?
  + External audits?
  + Internal monitoring/alerts?
* Have you experienced any data breaches or security violations in the last 5 years? If so, how was it handled?
* How do you handle Identity and Access Management? Can you integrate your IAM with the Agency?
* Do you have a formal open-source software (OSS) policy that details the acceptable OSS licenses and the processes for introducing new/updated OSS software products?

1. **Hosting/customization:**

* How do you define your hosting strategy?
  + What is shared? (single/multi-tenant)
  + How are custom configurations and/or custom source code being managed? Who owns customer-specific configurations/code?
  + How will Iowa’s data be isolated from other customers?
* What is the provisioning strategy? How long does it take to deploy a new product environment for a customer? Are you using infrastructure-as-code to automatically deploy servers correctly and repeatedly?
* What testing environment(s) would be available to us?
  + Live or simulated dependencies (i.e. external API calls: are they hitting live sites?)

1. **Data:**

* Could you provide your API documentation which includes data definitions (with field sizes)?
* Are there any ingress/egress costs?
* Application Programming Interface (API) utilization limits?
* Are there any data validation routines executed upon data ingestion into the product?
* What is your data management strategy for this module?
  + Data modeling, data conversion, data architecture, data integration and inter-operability

1. **User Experience:**

* Please describe the aspects of user experience design featured in your product. How do you:
  + Provide meaningful and relevant experiences to users by addressing their pain points and needs.
  + Make the user experience as intuitive, smooth, and pleasant as possible.
* Mobile and/or smart device friendly?
  + What smart device capabilities does your solution use? (i.e., camera for document capture and submission, touch-screen for signatures, etc.)
* Device requirements, including supported browser versions?
* Americans with Disabilities Act (ADA) compliant?

1. **Quality:**

* Culture
  + Who owns Quality in your organization?
  + How do you define and measure quality?
* Customer Support:
  + How many calls/tickets do you average per client per month?
    - What are top 3 issues?
    - Mean time to resolution (80%)?
    - How many are open longer than a day/week/month?
  + What is the Support Strategy (i.e., Level 1, Level 2 …)

1. **Testing/Validation**

* In terms of purpose, scope and tool, describe your testing/validation process from development to production.
  + (Purpose means the intent of the test. Scope defines the boundaries such as a method call, hitting a database or calling an external API. Tool would be the person or product leveraged to execute the test and can include triggers)
* What do you recommend as best practices for the Agency to validate the app (i.e., during new releases)?
  + Which components of your solution are externally accessible for automation testing?
    - i.e. rules engine, workflow, etc.

1. **Monitoring/Ops**

* Who owns application performance?
  + What changes are they empowered to make?
* What SLA’s would you recommend as a healthy solution?
  + Page load time?
  + System up time?
  + How many unmet or deficient SLA’s have been identified within the last 2 years?
    - What was learned? Changed?

1. **Release Management strategy:**

* Documented Release management strategy (New, Updates/tickets, Rollback, Approvals etc.)
* Configuration Management Process, tools and audits
* Release notes and repository
* What is your rollback strategy for configuration/rule/data changes?
  + i.e. if someone breaks a workflow, can they revert the changes?
* What is the typical timeframe required to deploy a new production release of the product to existing state production environments?
* Provide a list of the current state customers using the product with the release number and release date of the version currently deployed in each state’s production environment. Please also send the latest available production release of your product and the date it was released.

1. **Enterprise Capability Needs:**

* Which enterprise capabilities, if any, do you require from the Agency?

1. **Configurability**

* Provide a list of all available product configurations along with product guide documentation/training available to the users who would be implementing the configurations.