

Hosting

Responders must demonstrate their ability to integrate with the Vendor supplying the application and support. It would be good to know what types of applications can be hosted as well as the systems and processes to ensure a transparent and seamless relationship between the KLD provider and the hosting provider.

The hosting response should include all standard responses relating to hosting enterprise level web applications of this nature, including but not limited to:

- System Architecture
- Server specifications
- Operating systems
- Database
- Storage systems for large scale data storage
- Security
- Redundancies
- Backups
- Power systems
- Emergency systems
- Administrative access/tools
- Help Desk/Support system
- Any other data center-related qualifications/specifications

Questions to Hosting Vendor

1. Does the Vendor recommend that operating system and database service packs, patches and hot-fixes be applied to the platform hosting the repository solution?
2. Are software upgrades at no additional charge to customers? If not, what is the cost to accept an upgrade?
3. Are there any application licensing costs or issues that a customer would be held responsible for if leasing?
4. Do Vendor's technical, programming, and support staff qualify as experts in the applications offered, or is the expertise obtained from an external source?
5. Identify the LOR programs with which Vendor has experience.
6. References (summary of the number and types of clients currently served)
7. Describe Vendor's process for implementing a new application on client's configuration.
8. What is Vendor's experience in installing, managing, and supporting the applications currently being offered? Include size of installation, both server capacity and number of students and faculty served.
9. Will Vendor integrate the applications provided with other software that Vendor does not manage, i.e., customer's student system and associated applications?

10. What is Vendor's system scalability for adding additional functions or applications, e.g., streaming video, etc.?
11. Indicate Vendor's schedule for:
 - System Upgrades
 - Software Upgrades
 - Scheduled Maintenance
12. What measures are in place to prevent Vendor's employees from viewing or distributing data that they are not authorized to see or distribute?
13. Is Vendor's system sufficiently scalable to provide support to a customer's 1, 3, and 5-year growth plan? To eventually support 300,000 full time equivalent (FTE) student enrollments?
14. Does Vendor provide all services necessary to deliver an application or will the customer be required to dedicate staff, full-time or part-time, to support the solution?
15. Describe Vendor's data connectivity and capacity. Include discussion of redundant network paths. Specify the bandwidths currently available, and planned upgrades for future growth potential:
16. Provide a copy of Vendor's Acceptable Use or similar policy:
17. Describe the process and procedure for providing security on software.
18. Vendors are required to indicate what is included in any system or equipment setup and installation services, including related costs. Vendors must minimally include:
 - List of services provided in the Setup Fee
 - Average time period between setup/installation service request and technicians beginning the process
 - Average time required to complete setup, installation, testing, and bring all components and services to full operational status
 - Service Levels including installation deadlines and credits for missed deadlines
19. Does your SLA address the following:
 - Purpose of SLA
 - Description of service
 - Duration of service
 - Start/End dates for service
 - Installation timetable
 - Payment terms
 - Termination conditions
 - Legal issues such as warranties, indemnity, limitation of liability, etc.
20. Does your SLA provide the following:
 - Specified level of customer support
 - Provisions for system and data security

21. What enforcement provisions are in place in the event that the Vendor does not deliver on the SLA?
22. Vendors are required to include a sample copy of their SLA as part of the RFP response.
23. Security and Privacy: Describe Vendor's process to ensure confidentiality and privacy of student records and private institutional data.