Request for Proposals

Building Permit and Inspection Software

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Notice to Bidders

The Town of Kernersville, North Carolina proposes to purchase the following:

Building Permit and Inspection Software

Pursuant to the General Statutes of North Carolina, Chapter N.C.G.S. 143-129.8, The Town of Kernersville will receive electronic proposals until 5:00 PM, January 20, 2017. Proposals must be e-mailed to Mike Horney, Development Services Manager, at the following address: mhorney@toknc.com

Questions about specifications or the process may also be e-mailed to the same address. The Town of Kernersville Board of Aldermen reserves the right to reject any and/or all proposals and to accept the best overall proposal.

Mike Horney
Development Services Manager

Request for Proposals

Building Permit and Inspection Software

The Town of Kernersville ("The Town") is evaluating new software to satisfy its permitting, inspections, and code enforcement needs.

- This RFP is being issued pursuant to N.C.G.S. 143-129.8 Purchase of Information Technology Goods and Services.
- HB786 imposes E-Verify requirements on contractors who enter into certain contracts with state agencies and local governments. The legislation specifically prohibits governmental units from entering into certain contracts "unless the contractor and the contractor's subcontractors comply with the requirements of Article 2 of Chapter 64 of the General Statutes." (Article 2 of Chapter 64 establishes North Carolina's E-Verify requirements for private employers). It is important to note that the verification requirement applies to subcontractors as well as contractors. The new laws specifically prohibit governmental units from entering into contracts with contractors who have not (or their subs have not) complied with E-Verify requirements. Complete the E-Verify affidavit, and include it with your electronic submittal.
- Proposal response instructions are included on the next page.
- The proposal should include all costs associated with training, implementation, hardware specifications, interface estimates, file conversion assistance, custom modification estimates, annual maintenance, and support.
- Direct Intent to propose notification to Mike Horney, Development Services Manager, by e-mail at mhorney@toknc.com no later than **Friday, January 13, 2017**. Note: Only those vendors that have expressed intent to propose will receive further addendums and/or copies of vendor questions and answers.
- Direct Questions related to this RFP to Mike Horney, Development Services Manager, by e-mail at mhorney@toknc.com no later than **Friday, January 13, 2017**.
- Please submit your proposal electronically by **Friday, January 20, 2017**.

Thank you for your participation. We look forward to reviewing your proposal.

Sincerely,
Mike Horney
Development Services Manager

Proposal Instructions

Proposals should be made in accordance with the RFP format provided herein, with all blank spaces in the Appendices properly filled in. Numbers shall be stated in whole dollars.

Please include the following, as a minimum:
- Executive Summary
- Understanding of Project Objectives
- Specific Proposal Requirements (see page 7)
- Exceptions taken to any RFP requirement
- Remaining Appendices not included in another section

Proposals shall be addressed as indicated. All proposals must be signed by a duly authorized official representing the Vendor using the Proposal Execution Form. Proposals that contain omissions, erasures, alterations, or additions not called for, conditional or alternate proposals unless called for, or irregularities of any kind, may be rejected or disqualified.

No negotiations, decisions, or actions shall be executed by the Vendor as a result of any discussions with any of the Town officials, employees, and/or consultant. Only those transactions provided in written form from the Town may be considered binding. Also, The Town of Kernersville will only honor transactions from vendors which are written and signed using the Proposal Execution Form.

The Town reserves the right to terminate the selection process at any time and to reject any or all proposals. The contract will be awarded to the Vendor whose overall qualifications best meet the requirements of the Town.

Overview
The Town of Kernersville, North Carolina ("the Town") is seeking proposals from qualified firms for building permit and inspections software and implementation services for migrating away from the existing Munis Permitting System (MPS) including processes and data, to a robust software platform that takes advantage of newer technologies to support citizen service, mobile applications, and simplified back office management. Integrated plan review and GIS is also under consideration. The new system is referred to in this document as the New Permitting System (NPS). The NPS will enable the Town to centrally receive, process, manage and report on building permits and inspections. It will also allow the public to apply for, check the status of, and purchase building permits online.

The system will provide a central portal through which all stakeholders (internal and external to

the Town) will access status information of past and present permit and inspection actions. This Request for Proposals includes the purchase, installation, integration, training, project management and implementation of the system. The Town expects a solution that will be completed within 6-8 months of the contract date.

Project Objectives

The Town currently provides services for building permits, inspections, and code enforcement through the use of Munis Permitting Software.

The objectives for this project are to:
- Improve customer relations.
- Reduce manual processes and increase productivity.
- Reduce paper and paper-oriented processes.
- Improve integration between applications and other systems.
- Improve ability of citizens and customers to interact and do business with and in the Town.
- Take advantage of newer technology.

System Functionality Requirements
- Permits Online – Applications, Payments and Public Permit Information
- Inspections Online – Scheduling and Status Information
- Mobile Inspections
- Code Enforcement Online – Citizen Complaint Tracking
- Parcel/Address Management
- Electronic Plan Submittal and Review Markups
- Cashiering
- Ad hoc Report Writing
- Mobile Field Computing

Key Financial Integration Requirements
- NPS must have the ability to assign different revenues to an appropriate Tyler Cashiering (TC) General Ledger string that can be recognized and accepted by TC via import.
- Must have the ability to attach different revenues to their appropriate TC charge code that can be recognized and accepted by TC via data import.

Town Background

The Town of Kernersville is known as the "Heart of the Triad" by reason of its central location in the North Carolina region between the cities of Greensboro, Winston-Salem and High Point. It is the 39th largest North Carolina municipality based on population, with over 24,000 people and growing rapidly. The Town averages over 2,500 building permits and over 5,000 inspections annually.

For more information about The Town of Kernersville, please visit the Town website at www.toknc.com.

Current System and Processes Background
The current Munis Permitting System (MPS) was developed in 2009. At that time MPS was brought in to replace Kelly Permitting Software. Kelly was a small "mom and pop" business and the software required a large amount of manual entry and provided few options. MPS brought with it greater options for reports, the ability to load address tables from GIS, and proper technical support.   However, MPS lacks the ability for contractors and residents to apply for permits and schedule inspections online, and have access to the corresponding results. Currently, inspections are taken over the phone and the client must call the office to get the results. MPS also lacks accessibility in the field for inspectors to pass/fail jobs and input inspection notes. Inspectors carry paper work orders and must make notes in the field. These notes are transferred manually into the MPS at the end of the day, taking an additional 30 minutes to 1 hour to complete. This project seeks to leverage new technology to allow instant access for contractors, residents, and inspectors while reducing the workload on office staff.

Review Team
The Town has assembled a multi-departmental team to manage the requirements, product evaluation and purchase of the software solution for permitting functions. The Development Services Division (DSD) of the Community Development Department is coordinating this team.

Project Stakeholders
The primary Town users of the system include:
- The Community Development Department Development Services Division which is responsible for building permitting and inspections.
- The Fire and Rescue Department which is responsible for fire code permitting and inspections. The NPS will only be used by the Fire Department for projects requiring building permits.

Secondary stakeholders that require information exchange with the NPS include the County Tax Offices, Finance Department, Community Development Planning Division, and Solid Waste. The role of the Information Technology Department is dependent upon the software chosen.

Current Staff Responsibilities
The Development Services Division (DSD) of the Community Development Department administers the North Carolina State Building Codes which include Commercial Building, Residential Building, Plumbing, Mechanical, Fuel Gas, Electrical, Rehab Code, Accessibility and Administration Codes. Development Services has the lead responsibility for all permitting, plan review and inspections within the town limits and extraterritorial jurisdiction. There are currently eight staff members that include: one permit technician, one development review coordinator, one watershed administrator, three building inspectors, and one supervisor/inspector. The group reports to the Development Services Manager.

Current processes utilize the Munis Permit System (MPS), and all permits and inspections are obtained by customer phone calls and walk-ins, and manually input into MPS. DSD works with internal departments, mainly Fire, Public Services, and Police through the plan review process and all have input into the approval of building permits. DSD also works Forsyth County's Utilities and Health departments, as well as the State on erosion control. Outside agencies also have a voice in the approval of building permits. However, the MPS does not allow for the automation of plan review. The review team currently tracks development projects with an Excel spreadsheet.

Process and Schedule
The following is the current targeted timeline:
- Release and issuance of the Request for Proposal (RFP) - 12/23/16
- Proposal due - 1/20/17
- Proposal evaluations completed - 1/30/17
- Demonstrations - 2/6/17
- Begin contract negotiation process - 2/13/17
- Submit Fiscal Year 2017-2018 Budget - 3/1/17
- Award contract - 8/1/17
- Go live - Spring 2018

Evaluation Criteria
The Town reserves the right to select the Vendor which best meets the overall needs of the Town of Kernersville, based primarily on the following criteria (not listed in any order of importance):
- The overall capability to provide the required software features and capabilities.
- The flexibility of the application software, including the availability of tools to allow the novice user to "drill down and across" and perform Ad Hoc analysis and reporting.
- The amount of Vendor support that will be available for installation, conversion, training, ongoing modifications, and software support.
- The total costs of the solution over a ten-year period, including direct and indirect costs.
- The Vendor's performance record to date in meeting the requirements of their existing customers, including the availability of users similar to the Town to allow reference investigation.
- The expandability of the proposed solution, including the ease of upgrading the proposed solution by adding components to accommodate future needs.
- Adherence to the requested Information specifications, thoroughness of the Proposal, as well as the overall format of the presentation.
- The financial stability, longevity, and strength of the Vendor.
- Corporate direction (potential organizational/industry restructurings, mergers, acquisitions, etc.).
- Future technology direction (major changes in architecture, database, platforms, languages, etc.).

- The internal controls provided within the solution which prevent unauthorized access to data and provide adequate audit trails.
- The capability to perform required conversions of existing data files.
- The seamless integration of the various system modules and ability to meet the interface/integration requirements noted in this RFP.
- Ease and intuitive use of software interface (for both internal staff and Web customers).
- Availability and ease of use of mobile and online applications.

Specific Response Requirements

Include the following items in the order listed below in your response to this Request for Proposal (RFP). Please respond to each issue in detail regarding how the proposed solution will satisfy each concern.

- Reporting - please provide information on overall system reporting capabilities (e.g., canned reports, Ad hoc reporting, executive dashboard, etc.).
- Workflow capabilities - please provide information on your solution's workflow capabilities.
- Application security - please describe application and user security features/capabilities. Indicate any special security features provided by the software.
- Application software - please complete the Feature/Function Specifications Listing provided as Appendix A.
  - The proposed software should demonstrate an online, integrated method of processing the noted application modules and allow for immediate update of all information. Access to information in either summary or detail should be obtained easily and intuitively with minimal manual entry.
  - In addition to the required and optional software information requested in Appendix A, provide general information on other application modules not requested in this RFP that may be of interest or benefit to the Town.
- Software customization and enhancements - please provide information regarding the capability to provide the Town with software customizations, including applicable rates. In addition, include information on periodic system enhancements and updates.
- Licensing model - please describe your licensing models (e.g., concurrent user, named user, revenue, transaction volumes, etc.) and provide examples.
- Hardware requirements - please provide all hardware specifications including servers, workstations, field tablets, and other equipment. Include estimated costs (if applicable) in **Appendix G**.
- Integration/Interface Capabilities - please describe any current integration and inspection capabilities, partnerships, or future considerations for the following types of applications/systems that have been described in this RFP, including:
  - GIS
  - Tyler Cashiering/Credit Card Payment Processing
  - Electronic Plan Submittals and Mark-Up Solutions
- Cost considerations - Initial one-time costs for hardware (if applicable), implementation, training, software, travel and related costs, etc., must be included with the price proposal. See electronic price proposal form in **Appendices G and J**.

Recurring annual costs should be described in the proposal, clearly stating what is included (e.g., application upgrades, state and/or federal reporting requirements, hours of support, etc.), **See Appendices G and J**. The Town prefers unlimited telephone support. If 24/7 telephone support is available; price proposals should clearly indicate total recurring costs for that support option. If after-hours support is only available at an hourly rate, this should clearly be indicated.

The objective is to have **no hidden/unexpected costs**.

- Mobile field computing - please describe your solution's mobile field computing options including full application access through wireless VPN connectivity (i.e., no vendor software required), mobile field application for use with laptops, or mobile field applications with use of tablets (e.g., iPads). Additionally, please provide information on your systems "store-and-go" type functionality, so if a user is out of cellular range, they can still work off-line and the system will auto-sync when a cellular connection is restored.

- Parcel and address genealogy - please provide an explanation how your system tracks both parcel and address genealogy for all historical and future parcel splits and combinations without losing the connection/record information as a parcel becomes a parent or child.

- Import/export functionality - please explain and provide information if your system has user-friendly tools and/or wizards that will allow the Town import mass data to populate data fields, as well as export data in a file format for another system without having write a custom coded interface.

- Telephone and other support - please describe all support services available from your company in the **Appendix B**. Specifically address the following issues:
    - normal hours of availability;
    - website support information;
    - online chat;
    - remote system access capabilities;
    - access via toll-free 800 number;
    - costs;
    - quality Assurance Program(s);
    - other support services; and
    - Service-Level Agreements (SLA) – response time, escalation processes, and other metrics.

- Implementation methodology - please describe your implementation methodology, with milestones and timeframe. Include a preliminary implementation schedule for all applications, including the required time for system and application training, program testing, and conversion. Please include how you expect to sequence the installation of the various applications.
    - The Town anticipates electronic data conversions, depending on cost. Please include estimated range of costs for data conversions for each application, if available, and a description of data that would be typically converted and description of data that would be typically converted.

- Training and Education - please provide your consulting and training options, including classroom (on-site and off-site), online (group and self-paced), training videos, and manuals. Include training for all required staff and users.
- Project management - The Town will provide a designated project manager and expects the Vendor to do the same. Please include recommended Vendor project management costs (**Appendix G**) in the proposal and describe, in detail, services to be provided. The Town reserves the right to accept or reject changes in Vendor project management personnel.
- Customer implementation responsibilities - please describe and/or provide a list of the typical customers' implementation responsibilities.
- Subcontractor and third-party relationships - please describe any subcontractor relationships and/or third-party providers that will be used for this implementation.
  - Note: If a Vendor chooses to bring in and team with a third-party vendor/partner to address some requirements, this must be clearly stated in the response. Be specific when describing applications and the third-party vendor/partner solution provider. Third-party vendor/partners will be required to demonstrate their portion of the application solution along with all other required information being provided by the prime Vendor.
- Example user and technical manuals - please provide the following:
  - Example Application User Manual
  - Example Application User Online Documentation
  - Example Technical User Manual
  - Example Technical User Online Documentation
  - Example Training Syllabus
  - Example Section of a Detailed Implementation Project Schedule
- Vendor/reseller information - please provide all information related to your company as requested in the RFP **Appendices**. In addition, specifically address the following issues:
  - Describe your research-and-development approach and process.
  - If you are a Software Reseller/Partner, please provide the same company, customer demographics, and reference information for your specific company in addition to the software Vendor's information (**Appendices B, C, D,** and **E**).
  - Technology direction
  - Please describe short-, medium-, and long-term direction regarding major changes in architecture, database, platforms, languages, etc.
- Corporate structure changes - please explain whether there are any known circumstances, such as major organizational restructuring, mergers, and/or acquisition plans/considerations that are under consideration.
- Example contract - please provide example/boilerplate contract(s) that will be used to negotiate the proposed solution.
- User groups - provide information regarding organized user groups, including frequency and location of user group meetings. Also, indicate who conducts the meetings and who is responsible for establishing user group meeting agendas.

- References and user base - please provide references for a minimum of ten (10) completed projects of similar scope and nature to the Town of Kernersville, preferably within the same region and within the last three (3) years.
    - A reference worksheet is provided in **Appendix E.**
    - Please provide total number of customers (Software Provider and Reseller, if applicable) for the applications according to demographic request worksheet provided in **Appendix D.**
    - Additionally, please provide an organization name list of all active customers within the state of North Carolina. Contact information is not necessary.
    - Lastly, please provide the **number** of new customers (original go-lives) implementing the proposed applications in each of the last three (3) years.

Volumes and Users
- Volumes (annual or quantity, taken from 7/1/15 - 6/30/16)
    - Building Permits - 2,628
    - Building Inspections - 5,392
    - Zoning and Code Enforcement - 320
    - Parcels - 68,601
- Users (mobile users in parentheses) - 15 total (7 mobile)
    - CD Development Services Division - 8 (7 mobile)
    - CD Planning Division - 3 (0 mobile)
    - Fire - 2 (2 mobile)
    - Public Services - 1 (0 mobile)
    - Police - 1 (0 mobile)

Conversions
This is an estimate of records that will be converted to the NPS. It is important to note in some cases a single building permit record may contain dozens of inspections.
- Historic building permit records - 12,435 (beginning 1/1/2010)
- Historic zoning and code enforcement records - 1,470 (beginning 1/1/2010)

Vendor Electronic Response File
- Appendix A - Feature/Function worksheet
- Appendix B - Vendor Profile
- Appendix C - Vendor Financial Information
- Appendix D - Vendor Customer Base
- Appendix E - Vendor References
- Appendix F - Vendor General System
- Appendix G - Project Costs
- Appendix H - Interface
- Appendix I - Conversion
- Appendix J - Modification Costs
- Appendix K - Cloud Services Questionnaire

Appendix B - Vendor Profile/Support

Vendor Name: _____

Software Vendor Information

- Company Name_____
- Street Address _____
- City, State, Zip code _____
- Telephone Number _____
- Primary Contact _____
- Secondary Contact (if applicable) _____

Reseller Information (if applicable)

- Company Name _____
- Street Address _____
- City, State, Zip code _____
- Telephone Number _____
- Primary Contact _____
- Secondary Contact (if applicable) _____

Software Support

- Location of Application Software Support Personnel _____
- Number of Application Software Support Personnel _____
- Support Hours (designate time zone) _____
- Guaranteed Response Time _____
- Average Response Time _____
- Average Resolution Time _____
- 800 Number Access _____
- Additional Costs _____
- Website Support _____
- Online Chat Options _____
- Quality Assurance Programs _____
- Other Support Services _____
- Service-Level Agreements _____

Appendix C - Vendor Profile/Financial Information

Vendor Name: _____

Vendor Information

- Vendor Name _____
- Number of Years in Business _____
- Total Numbers of Employees _____
- Organization Classification (Private, Public, Other) _____

Reseller Information (if applicable)

- Reseller Name_____
- Number of Years in Business_____
- Total Numbers of Employees_____
- Organization Classification (Private, Public, Other) _____

Vendor Financial Information

- Annual Revenue _____
- Percent of Annual Revenue Allocated to R&D _____
- Percent of Annual Revenue Generated from New Sales_____
- Percent of Annual Revenue from Annual Recurring Income_____

Reseller Financial Information (if applicable)

- Annual Revenue _____
- Percent of Annual Revenue Allocated to R&D _____
- Percent of Annual Revenue Generated from New Sales_____
- Percent of Annual Revenue from Annual Recurring Income_____

Appendix D - Vendor Customer Base

Vendor Name: _____

Note: If you are a VAR, please provide the same information for your specific company in addition to the software vendor's information.

By the Following Criteria	Number of Customers (not installs)	Number of North Carolina Customers (not installs)
Total - All Customers		
Total Cities		
Cities below 25,000 population		
Cities between 25,000 and 100,000 population		
Cities over 100,000 population		
Permits		
Code Enforcement		
Electronic Plan Submittal		
Electronic Review and Markup		

Appendix E - Vendor/Reseller References

Vendor Name: _____

Note: If you are a Reseller/VAR, clearly indicate which references are for your specific company.

Customer Name	Contact Name/Number	Population	Install Date	Applications (please list)

Appendix F - Vendor General System Information

Vendor Name: _____

General Questions	Yes	No
Will you agree to incorporate RFP and your proposal into the contract?		
Will you hold prices firm for 240 days from proposal due date?		
Is the source code held in escrow at a third-party institution? If yes, please identify the third party. If not, will you agree to providing such as service?		
Will support fees include upgrades to meet all State and Federal mandated changes (e.g., payroll issues, reports, calculations)?		
Will application software license be a license in perpetuity?		
Other comments:		

System Support Information	Yes	No
Can one Vendor install all application software? If not, please explain.		
Can one Vendor support all application software? If not, please explain.		
Can the vendor connect remotely to system for diagnostics and/or support? Is there an associated cost?		
Is there a website for application software customer updates?		
Can the website be used to communicate support issues and downloads?		
Is there an application software Users' Group?		
Other Comments:		

Software Application Information

- On what platforms/operating systems will the application software run? Include any client operating system restrictions or additional connectivity requirements.

  _____

- What year was the current platform version of the proposed software released?

  _____

- Did you develop the original software or was it purchased? If developed by you, what is the current release and when was it originally developed? If purchased, identify the company from whom you acquired the software.

  _____

- What database configuration is being proposed? (Preference towards MS SQL) If you are proposing third-party software in addition to yours, what database configuration is being proposed for their system?

  _____

- What database options are available? (Preference towards MS SQL)

  _____

- Please describe the software upgrade policy and process.

  _____

- Please describe the software patch delivery policy and process.

  _____

Appendix G - Project Cost Estimates

Vendor Name: _____

One-Time Costs	Price
Software License Fees	
Training Fees	
Project Management	
Installation/Implementation Fees	
Modifications/Enhancements Estimates (see Appendix J)	
Report & Inquiry Development	
Interface Development Estimates (see Appendix H)	
Conversion Assistance (see Appendix I)	
Other (Please List as needed)	
System Hardware (estimates, if applicable)	
System Software (estimates, if applicable)	
Installation (if applicable)	
Travel & Related Expenses	
Taxes	

Annual Recurring Costs	Price
Application Annual Maintenance/Support	
Hardware/Systems Software Maintenance (if applicable)	
Other Recurring Costs (please list)	

Detailed Software Application Pricing and Information							
Module	Application Name	Per Seat License Fee	License Fees	Total Training Days	Total Training Visits	Total Training Costs	Annual Support
Permitting							
Inspections							
Mobile Field Inspections							
Code Enforcement							
Cashiering/Payment Processing							
Online Permits							
Online Inspections							
Online Code Enforcement							
GIS Integration							
Credit Card Payment Processing							
Electronic Plan Submittals							
Electronic Review Markups							
Ad hoc Report Writer							
Others (please list)							

Notes
1) Indicate how license fees are calculated (e.g., concurrent users, user ID's, processor size, etc.). Provide number of user licenses if applicable, and additional user license cost if required.
2) Please describe additional future license fees if applicable (e.g., change in users, processor size, etc.).
3) Optional pricing for above one-time costs should be clearly identified (e.g., different project management service levels).
4) Describe number of days/hours included with project management AND training costs above.
5) Describe in detail what is included with conversion estimates.
6) Describe how travel and related expense estimates were calculated.

7) Describe additional costs required for optional applications (e.g., hardware, training, project management, etc.)
8) Clearly indicate third party software.
9) Please attach server sizing/configuration documentation.

Appendix H - Integration/Interface Costs

Vendor Name: _____

Note: If you are a Reseller/VAR, clearly indicate which references are for your specific company.

Interfaces	Low Estimate	High Estimate	Vendor Comments/Suggestions Applications (please list)
Building Permits - NC State Contractors Licensing Board			
Cashiering - Credit Card Payment Processing			
GIS - ESRI ArcGIS SDE Server			
Accounting - Tyler/MUNIS			
County Assessor's Parcel Data			
Email and Calendar - Microsoft Outlook			

Notes
For all current systems integration, the response to the RFP should note:
- The vendor's background with integrating with the related system.
- Internal structures that affect how interfaces are developed and maintained.
- For current flat file exports, how the flat file and batch process would be maintained and automated to replicate the current process on the receiving end.
- How data exchange between systems can be accomplished in order to take advantage of SQL to SQL processing and real-time updates.
- Corresponding development and support/maintenance responsibilities for the interface junctions.

Appendix I - Conversion Costs

Vendor Name: _____

Interfaces	Low Estimate	High Estimate	Vendor Comments/Suggestions
Active Zoning Inspections			
Active Enforcement Actions			
Active Permit Applications and Projects			
Historical Permit Records			
Historical Inspections			
Historical Zoning Inspections			
Historical Code Enforcement Cases			
Parcel Records			
Addresses			

Appendix J - Modification Costs

Vendor Name: _____

Modifications (please list as needed)	Low Estimate	High Estimate	Vendor Comments/Suggestions

Appendix K - Cloud Service Questionnaire

This questionnaire is to be used to assess security and legal issues surrounding cloud services under consideration for the Town of Kernersville. For this questionnaire, cloud services are any services requiring storage of Town data outside the Town network or provision of computing resources outside of the Town network.

1. Who owns the data created by Town personnel using this service?
_____

2. Does the Cloud contractually allow the Town to access and retrieve its data at the Town's discretion?
_____

If No, Explain:
_____

3. Is the Cloud provider contractually obligated to dispose, return or retrieve data in the event of contract termination?
_____

If No, Explain:
_____

4. Upon such provision of data, is the Cloud provider obligated to specify data format and all information necessary for data extraction?
_____

If No, Explain:
_____

5. Is the Cloud provider obligated to destroy all copies of Town data, at the Town's request?
_____

If No, Explain:
_____

6. What are the Cloud provider's obligation to the Town in the event of confirmed or suspected data breaches?
_____

7. Is the Cloud provider obligated to inform the Town of all locations in which the data is stored (including backups) and to continually keep the Town informed of any changes to those locations?
_____

If No, Explain:
_____

8. What are the Cloud provider's contractual obligations with respect to litigation holds on Town data?
_____

9. What are the Cloud provider's contractual prohibitions on disclosing data to individuals, groups or organizations making record requests, unless so directed by an authorized Town official?

_____

10. Does the contract obligate the Cloud provider to allow third-party audits and/or certifications related to infrastructure and security, including penetration testing and vulnerability assessment, as requested by the Town?

_____

If No, Explain:

_____

11. Does the contract obligate the Cloud provider to allow third party onsite inspections of the Cloud provider's infrastructure and security practices on a specified basis?

_____

If No, Explain:

_____

12. Does the contract obligate the Cloud provider to provide security documentation upon request by the Town?

_____

If No, Explain:

_____

13. Does the contract obligate the Cloud provider to supply the Town with the provider's performance records, including access to daily and weekly service quality statistics?

_____

If No, Explain:

_____

14. Explain the contractually obligated service level parameters, minimum levels, specific remedies and penalties for non-compliance for:
  - Uptime:

_____

  - Performance and response time:

_____

  - Error correction time:

_____

  - Infrastructure and security:

_____

15. Does the contractually defined Service Level Agreement define pertinent terms such as downtime, scheduled downtime, etc.?

_____

If No, Explain:

_____

16. Does the contract specify minimum disaster recovery and business continuity requirements, including penalties for non-compliance, as discovered through onsite inspections, audits or actual disasters?

If No, Explain:

_____

17. Does the contract require the cloud vendor to notify the Town of any outsourced functionality and its provider?

_____

If No, Explain:

_____

18. What are the contractually required notification period for the Town or the cloud vendor for termination of the cloud services?

_____

19. Describe how the Town's data will be stored, managed and archived.

_____

20. Will the Town's data be stored and managed on a storage system with other data?

_____

If Yes, Explain:

_____

21. At what architectural point in the provider's cloud facility will the Town's data be physically connected to networking equipment with non-Town data?

_____

22. What are the cloud provider's information security policies?

_____

23. What are the cloud provider's incident management and reporting policies?

_____

24. What is the process by which the cloud provider updates policies and informs customers?

_____

25. What is the basic architecture of the cloud provider's network security? (overall design, zones, filters, firewalls, VLANs, protocols, standards)

_____

26. What security measures does the cloud provider use in data storage, transit and use?

_____

27. What encryption technologies does the cloud provider use in data management?

_____

28. How are access rights managed by the cloud provider for their employees, contractors and other persons?

_____

29. What methods does the cloud provider use to destroy information, when so authorized?

_____

30. What is the cloud provider's patch management policy/methods?

_____

31. How does the cloud provider defend against malware, including but not limited to viruses, bots, spyware, spam, phishing and pharming?

_____

32. What system hardening strategies are employed by the cloud provider?

_____

33. How does the cloud provider perform security testing, including logging, correlation, intrusion detection, intrusion prevention, file integrity monitoring, time synchronization, security assessments, penetration testing?

_____

34. What technologies and methods does the cloud vendor provide for strong authentication?

_____

35. Provide any other comments and explanations:

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