



REQUEST FOR PROPOSAL: AUTOMATED RECRUITMENT AND SELECTION SYSTEM

Appendix F2: Technical Infrastructure Factors

Vendor Name	
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Vendor must address each of the factors listed below, briefly but in as much detail as is needed to provide evidence that the Vendor has the capacity, security and resources to securely host and maintain the system and reliably provide uninterrupted access to the system and data in accordance with generally accepted professional and technical standards and State standards, where applicable.

Vendor must include a diagram of networking and server components (routers, IDS, firewalls, web servers, application servers, database servers, etc.) that will be used to provide the proposed services. (See instructions at the end of this appendix.)

	Technical Factor	Explanation
INFRASTRUCTURE INCLUDING SYSTEM ARCHITECTURE		
1.	Detail the infrastructure components that are shared with other hosting customers.	
2.	Detail the customer specific infrastructure components including database, 3 rd party tools, drivers, ad hoc reporting functions, and other non-standard system components.	
3.	Describe infrastructure physical security.	
4.	Define methodology for integration of system portal with OMB/HRM web site.	
5.	Detail your infrastructure redundancy to ensure uninterrupted services and access to data.	
PERFORMANCE, SCALABILITY AND AVAILABILITY The system will perform as expected under current usage statistics and will be scalable to perform as well as usage and traffic increases and client needs expand. The system will meet the expected uptime and availability requirements as defined by the RFP.		
6.	If your Service Level Agreement does not detail your web performance metrics standards, which must include response time data, detail those here.	
7.	Provide recommendations and/or requirements for connectivity to be used with the proposed system.	
8.	Describe your approach to performance testing.	
9.	Describe any regular downtime required for the proposed proposed system, including duration and frequency.	
10.	Explain how the system is monitored for outages, and describe your procedures procedures for addressing unplanned system outages.	
11.	Describe your disaster recovery plan.	
12.	Explain procedures for data archiving including how you will provide for availability of the removed data.	



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13.	Explain your approach to handling system scalability as it relates to increasing bandwidth and data.	
14.	Explain procedures for the design, development, implementation and integration of customer specific modification into future releases.	
15.	Describe your approach and practices for maintaining current levels of technology.	
DEFENSE-IN-DEPTH STRATEGY Protection of assets using a layered defense strategy in terms of policies, procedures, physical, perimeter, network, systems, applications and data layers.		
16.	What procedures are used to ensure servers, network devices, databases and other components are “hardened” against potential attack? Describe how you test and audit and how often. Describe how you evaluate security alerts and decide when to implement security related patches.	
17.	Describe any intrusion detection services (IDS) and/or intrusion prevention services (services (IPS) deployed in the hosting environment, including network and host based detection systems.	
18.	How are firewall, o/s database, anti-virus patches kept up to date?	
19.	How often do you perform (or have an experienced consulting company perform) external penetration tests and internal network security audits?	
SECURITY Physical infrastructure, data, network and systems security procedures		
20.	What type of infrastructure security certification or third party assessments do you have? Please provide any results from professional auditing reviews.	
21.	Describe your privacy policy with respect to customer information processed at your facilities and explain if any third parties outside of your organization will process or access any customer data. If so, include explanation of third parties and processing performed.	
22.	Detail your data import methodology. All transmissions of data to or from the State’s ERP system must be accomplished using Secure File Transfer Protocol (SFTP) at 128-bit encryption and SSH2 compliant and must be pulled from the State’s Dept. of Technology and Information SFTP server, not pushed to the recipient.	



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23.	Explain transmission security (>or= 128-bit encryption, SSL Certification or equivalent).	
24.	Describe backup procedures, including frequency and describe the security and safety of backup materials, tapes, optical disks, etc.	
25.	Explain your authentication model r both internal and external users.	
26.	Explain your internal application security.	
27.	Describe your organization security procedures and policies for fulfilling requests for disclosure of customer information.	
CUSTOMER SERVICE		
28.	Explain web site response procedure in the event that the site needs to be modified and/or shut down under emergency circumstances (incorrect information posted, confidential information posted, hackers place inappropriate images on site etc.).	
29.	Help Desk: Explain services and hours of operation. Include an explanation of how customers are to contact the Help Desk, average response time for critical and non-critical calls and procedures for escalating calls.	
30.	Explain 24/7 procedures for customer reporting of emergencies and other problems.	
OTHER		
31.	Explain any other evidence that you have the capacity, security and resources to securely host and maintain the system and reliably provide uninterrupted access to the system and data.	
32.	Will implementation involve any hardware or software requirements for the State of Delaware equipment? If so, detail minimum and optimum requirements for State of Delaware pc's.	
33.	Can the State's web page common look and feel, as explained in Section 3 of the RFP, be incorporated into the web pages for the proposed system? <input type="checkbox"/> Yes <input type="checkbox"/> No (check one) and explain any issues or concerns.	

Attachment: Infrastructure Diagram

Insert diagram below or include in a separate file labeled Vendor Name_infrastructure diagram. If included as a separate file, Vendor must add the file name to the Vendor Table of Contents (Appendix B)