

EXHIBIT A – REQUIREMENTS

Exhibit A – Requirements includes details about the work and services to be provided by Supplier under this Contract.

General			
#	Specification	A	B
GEN-1	Does the Supplier have extensive experience and a proven reputation in providing services to government entities and localities? Please describe.	Y	We have been providing solutions and have a solid reputation that extends over 20 years for local, state, and federal government agencies and public bodies. Most of our experience is within the Commonwealth of Virginia for agencies and public bodies customers. The team has developed website and application solutions and hosted solutions for dozens and dozens of state agencies and public bodies spanning hundreds of projects. We are currently, and have been a supplier on the VITA state hosting contract serving multiple state agencies since the inception of that contract, as well as provided solutions through the CAI SOW contract.
GEN-2	Will the Solution be able to comply with all current COV ITRM Policies and Standards, as applicable, found at: http://www.vita.virginia.gov/library/default.aspx?id=537 If not, can comply by the time of project initiation?	Y	Each solution will be completed to ensure compliance with all current, applicable COV ITRM policies and standards as required.
GEN-3	Will the Solution provide effective, interactive control and use with nonvisual means and provide 508 Compliance in accordance with the following standards regarding IT Accessibility and 508 Compliance: http://www.vita.virginia.gov/it-governance/itrm-policies-standards/it-accessibility-and-website-standards/ (Refer to www.section508.gov and www.access-board.gov for further information) Please describe how this functionality is achieved and include a completed Voluntary Product Accessibility Template (VPAT) with your proposal. (The VPAT template is located in APPENDIX B of the Enterprise Technical Architecture IT Accessibility Topic Report in the Application Domain (GOV103-02)).	Y	Each Solution will adhere to the 508 compliance standards to ensure that all solutions meet accessibility standards. Customers that seek Revised 508, WCAG 2.x and/or associated VPATs included within solution will be accommodated and will be part of a SOW and delivery. We will assign Assistive/Accessibility Compliance team to projects that require high levels accessibility within the solution.
GEN-4	As part of the Solution, will you be using any 3 rd parties to provide the solution/services? Please list the 3rd party suppliers you will be using and all services they will provide.	Y	We will utilize 3rd party cloud hosting services, including AWS, AWS GovCloud, Microsoft Azure, and Digital Ocean, as needed. All cloud services will be fully managed by SiteVision to the same standard as applied to the systems hosted in our datacenter. Third-party solutions will only be utilized when deemed necessary based off of project needs. Please see section 6 Supplier Profile - Strategic Partners for a list of 3rd party suppliers and the services they will provide.

Facility			
#	Specification	A	B
FAC-1	Will the Solution include a highly available data center? Please describe the data center's site infrastructure (power, security, network, cooling and fire systems) where the applications will be hosted. Also, please indicate which Tier Level the data center is rated, (Tier 1, Tier II, Tier III or Tier IV), based on the Uptime Institute's Site Infrastructure Tier Standards. A copy of the Data Center Site Infrastructure Tier Standard Topology document can be found at:	Y	SiteVision Inc. is a Tier III Data-center per the specs and accordance of the Uptime Institute and provides redundant systems for Internet connections, HVAC, fire suppression, disaster recovery, locked cages, physical security and biometric access and CCTV surveillance systems. See Appendix A1 for details.
FAC-2	Will the Solution be externally hosted? If yes, where?	Y	We provide hosting for Tier I & II levels within our owned infrastructure. For Solutions that require Tier III & IV hosting, we utilize a Cox data center located in Roanoke, Virginia, as well as additional data centers provided by Amazon AWS/AWS-Gov, Microsoft Azure, Cogeco, Digital Ocean, and others as approved and as requirements dictate.
FAC-3	Will the Solution's data center include physical access controls? Please describe.	Y	The Data Center is equipped with Security cameras, auto-locking doors with badge swipes, and biometric fingerprint scanners. All Server cabinets are locked with no access to unauthorized personnel.
FAC-4	Will the Solution's data center include access management procedures? Please explain how access is managed and who has access to the data center.	Y	All Access to the data center will be handled by the procedures provided within the Logical and Physical Access Policy and Procedure. Appendices (B & L)
FAC-5	Will you, as part of the Solution, include security background checks on your employees and contractors? Please describe what types of checks and how often they are completed. (Supplier will be required to comply with provision 2.1, <i>Background Investigations</i> , of the then-current Commonwealth of Virginia security procedures found at https://www.vita.virginia.gov/media/vitavirginiagov/it-governance/psgs/pdf/COVITRM513-00PersonnelSecurityGuideline02_15_08.pdf before any work can begin.)	Y	Our team conforms to ADP TotalSource background investigation guidelines & procedures including ADP CrimRadar, County & National Criminal verification, SSN Verification, Multi-State Sex Offender verification before being hired. SiteVision utilizes the E-verify system for all new hires.

Performance			
#	Specification	A	B
PFM-1	Will the Solution include Service Level Agreement (SLA) metrics, including optional levels and reporting on metrics? Please describe the SLA metrics, how they are measured, and how they are reported.	Y	<p>SLA metric reports will be provided via email on a monthly basis to VITA with the following attributes:</p> <p>Uptime / Loss of Service – Customer’s inability to access Customer’s Services in the SiteVision, Inc. data centers providing those Services.</p> <p>Measurement Period – The relevant agreement month, based on 24-hour days for the number of days in the subject month.</p> <p>Service Availability – The percentage of a Measurement Period that the content of the Customer’s service is available for access by third parties via HTTP, HTTPS, and/or Ping, as measured by the Company.</p> <p>Claimed Outage – The period (measured in minutes) during which Customer claims a Loss of Service during a Measurement Period.</p> <p>Excluded Minutes – The portion of any outage attributed to one or more exclusions</p> <p>Qualifying Outage Minutes – The aggregate of all Claimed Outage minutes during a Measurement Period verified by the Company, less any Excluded Minutes.</p>
PFM-2	Will the Solution have any exceptions within the SLAs? Please describe.	Y	Valid exceptions to the SLAs include cases of planned maintenance, acts of nature, and scenarios beyond our control i.e. terrorism, localized network saturation.
PFM-3	Will the Solution include remedies when SLAs are not met? Please describe.	Y	In order to address situations where one or more SLAs may not be met, we have included appropriate remedies as outlined in our included SLA. In the event that a provided SLA does not meet a solution requirement, we will work with the respective project sponsor to ensure that we are able to review all applicable SLAs and adjust as needed. If a higher level of SLA and or associated remedies is required, we will meet or exceed those requirements.
PFM-4	Will the Solution include backup and restore standards? Please describe.	Y	Our backup and restoration services include, but are not limited to, disk to disk to tape nightly backups with the full and most recent daily incremental tapes transported offsite for secure storage. Copies of the corresponding backups will be located both on-premises and offsite to maximize preservation. Solutions that require more in-depth disaster and failover/fallback procedures will be addressed on a case by case basis.
PFM-5	Will the Solution include restoration services? Please describe.	Y	Restorations are completed using various methods including, but not limited to, snapshots, automatic and manual backups, and tape backups, through the usage of manual and automatic means, including, but not limited to, the usage of Unitrends Enterprise backup software.

PFM-6	If the Solution includes sub-contracting for hosting services, will you require a key performance indicator for website up time as part of your sub-contractor agreement? Please describe.	Y	In cases where the Solution may require the services of a 3rd party hosting service sub-contracting, we will ensure that the SLA and performance indicator for that 3rd party meets or exceeds our SLA or the SLA that ultimately is in place within the contract.
PFM-7	If the Solution includes sub-contracting for hosting services, will you regularly monitor performance and report results to customer? Please describe.	Y	Performance monitoring for sub-contracted hosting services will be performed just as if hosting was performed by supplier. Performance reporting will be made available when requested.
PFM-8	If the Solution includes sub-contracting for hosting services, will you take the lead in resolving any hosting issues? Please describe.	Y	Our involvement will entail accepting full responsibility for any 3rd party services and ensure that they meet or exceed contract requirements and SLAs.
PFM-9	Will the Solution include satisfaction surveys to Commonwealth customers related to Solution/Supplier performance? Please describe.	F	Currently, we are in the process of developing Customer Satisfaction (CSAT) Surveys to capture CSAT performance and will have a solution in place within 6 months. Surveys will be distributed upon Solution completion and as requested.
PFM-10	Will the Solution include a process for ticket/trouble/incident tracking and reporting? Please describe.	Y	We utilize a self-hosted customer ticket and support portal, paired with a publicly accessible phone system, where customers can request support at anytime. To ensure maximum resolution efficiency, we enforce various policies and procedures in terms of response times and resolution communications to ensure that customers are informed and kept abreast of issues and resolution. Tickets are escalated in terms of time and importance related to critical issues/outages.
PFM-11	Will the Solution include an escalation process associated with ticket tracking? Please describe.	Y	Each Solution will employ an escalation process that routes requests to the ticket tracking system for support. Service requests will be given a Severity Code from 1 – 4 based on how important responding to the problem is to the primary business of the Authorized User as a whole, as well as the availability of workarounds. The Severity Code will be the basis for scheduling work on the backlog and assigning staff to the request.
PFM-12	Will the Supplier provide technical response within one (1) hour and resolution within twenty-four (24) hours of the time an issue is reported? Please explain.	Y	Our support procedures require that we supply a technical or service response within 30 minutes of the initial request. Sitevision will make its best efforts to resolve all requests within a 24 hour period following our SLA and escalation procedures.
PFM-13	Will the Solution include technical support available to website owners, users, and the general public twenty-four (24) hours per day, seven (7) days per week, fifty-two (52) weeks per year? Please describe.	Y	While we do not maintain an available staff 24/7/365, we do have escalation procedures in place to allow that critical issues are able to be escalated and addressed outside of normal operating hours and during holidays.

PFM-14	Will the Supplier provide a minimum of 72 hour notice for scheduled downtime for upgrades and maintenance? Please explain.	Y	Scheduled downtime for upgrades and maintenance are communicated via email to customer point of contacts. The minimum notice provided is 72 hours, with most notices provided with at least 7 days notice. Notifications are provided to the respective POC as identified in the project charter, or as referenced within our internal CRM at the respective client's request. In addition to direct notices, we also utilize our monthly newsletter for communicating server updates.
PFM-15	(M) This is MUST HAVE #3 - The Supplier shall annually verify, by third-party independent assessment, attestation or audit, that required Commonwealth of Virginia security controls have been implemented in the Solution environment; and, upon request provide a copy of the report to VITA and the Authorized User(s). The Trust service principles to be covered include Security, Availability, Processing Integrity, Privacy and Confidentiality . Please describe your current	Y	Our team will fully comply and assist any effort involving a third-party to ensure that we are fully compliant with the security controls identified by the Commonwealth of Virginia.
PFM-16	Will the supplier agree to provide the following reports and the required intervals? - Service Level Performance- Due monthly by the 5th day of the month. - System/Application Patching Compliance – Due monthly by the 5th day of the month - Scanning Reports (OS, middleware, applications & Interfaces) – Due monthly by the 5th day of the month. - Summary report of Intrusion Detection Scans and Intrusion Prevention Scans – Due Quarterly, by the 5th day of the first month in the quarter. - Third-party independent assessment, attestation or audit – Initial review due within 90 days of contract effective date. Afterwards due Annually, Supplier to provide target annual date, by defaults it is due by the anniversary of the contract effective date.	Y	We will supply all requested reports as identified and on an as-needed basis when requested.
PFM-17	Will the Solution include benchmark data and related assumptions for the expected time that it would take to refresh current application screen and navigate between different application screens? Please describe.	Y	Each Solution will be closely monitored and reviewed in order to identify the expected time needed to refresh the current application screen, along with the navigation between each application screen. Performance data will be determined and provided through the usage of monitoring network timing.
PFM-18	Will the Solution include benchmark data regarding the number of concurrent (logged in) and simultaneous (transacting at the same time) users that it can support in typical environment setup while maintaining the performance levels indicated above? Please describe, including all assumptions	Y	Each Solution will be load tested to determine the number of concurrent and simultaneous users that is supported. These thresholds will be compared to the maximum user data captured during the project scope to ensure that the application is able to, at a minimum, support the maximum number of users stated.

PFM-19	Will the Solution include the tools necessary for monitoring and optimizing performance? If yes, please describe. If no, please describe.	Y	All solutions will include available monitoring integration when available. The monitoring will include error reporting.
PFM-20	Will the Solution include all the install, setup, configuration, and maintenance documentation that is provided to the business owners? Please describe.	Y	Each Solution will include all applicable and requested documentation.
PFM-21	Will the Solution use all the licensed and currently supported components to host, build, and cater the Solution? Please describe.	Y	We will utilize all fully licensed products within the solution including but not limited to: Microsoft, Red Hat, Apache, Cisco, Citrix, and various open-source solutions
PFM-22	Will the Solution include support for pre go-live preparations? Please describe.	Y	All solutions will be provided adequate support leading up to and upon the deployment of the respective Solution.
PFM-23	Will the Solution include a Requirements Verification process to make sure all the committed requirements are met? Please describe.	Y	A work breakdown schedule (WBS) will be utilized to ensure that each requirement, as officially approved and agreed upon, will be executed appropriately. This process will be collaborative and ensure that requirements are met and understood as identified in the WBS.
PFM-24	Will the Solution prevent the use of auditing and logging from adversely impacting system performance? Please describe.	Y	In order to minimize the impact on the respective system, auditing and logging are conducted using a remote Syslog server.
PFM-25	Will the Solution provide a mechanism for rolling back all software and data to a previous release for all software applications and databases included in the Solution? Please describe.	Y	Software version control will be utilized to ensure that a record of all changes exists, as well as serving as a mechanism to allow previous versions to be rolled back.

Network & Operations			
#	Specification	A	B
NOP-1	Will the Solution have an operating system life cycle? Please describe.	Y	Our team follows Microsoft and Red Hat Linux guidelines for the lifecycle of the operating systems and products per best practice.
NOP-2	Will the Solution allow for the introduction of new technologies? If yes, please describe how they are introduced.	Y	New technologies may be used after extensive QA/testing and approvals have been evaluated fully.
NOP-3	Will the Solution have a standard time frame for the "stand up" of an operating environment? Please explain.	Y	Typically our standard stand-up for setup and configure a hosting environment is within one week of receiving a signed approval from the agency, however, that could vary based on the complexity of the Solution.
NOP-4	Will the Solution be fault-tolerant? Please describe this fault-tolerance in detail.	Y	We will provide fault-tolerant redundant power, HVAC, Internet services, componets, network hardware, tape and disk backup systems.
NOP-5	Will the Solution offer load balancing? Please explain.	Y	Load balancing will be implemented on an as-needed basis due to the additional cost associated with load balancing.
NOP-6	Will the Solution include alternate routing capabilities? Please describe.	Y	The data centers currently utilized provide multiple network routes.
NOP-7	Will the Solution use multiple internet service providers? Please describe.	Y	SiteVision utilizes multiple internet feeds within the hosting Solution as required.
NOP-8	Will the Solution include Tier I or Tier II internet-provided services? Please explain.	Y	The Solution will provide any and all Tiers of service as required and approved within the project requirements.
NOP-9	Will the Solution display consistently on Google Chrome, Apple Safari, Internet Explorer 8.0 or greater, Firefox, UC Browser or any other web browser with more than 5% market share. Please list supported browsers.	Y	To ensure maximum compatibility, all current browsers with 5% market share or above will be supported, including the browsers listed in NOP-9. NOTE: It is generally reported that the UC Browser may have security and privacy issues.
NOP-10	Will the Solution include a capacity planning methodology for managing high/low use levels? Please describe.	Y	Depending on the needs of the Solution, hosting capacity will be planned and adjusted as needed. This will be addressed by modifying the available hardware, storage, and bandwidth based on Solution needs and requirements.
NOP-11	Will the Solution have any network volume limitations? Please describe.	Y	Our Tier 3 / 4 datacenter's internal/external network is limited to GB Ethernet. The current ISP limitation on external Bandwidth is 100MB that can be increased and/or bursted as needed, without service disruption. Sub-contracted hosting solutions will be configured according to customer requirements and bandwidth fees at time of service implementation.

NOP-12	Will the Solution allow for data to leave a controlled data infrastructure? Please explain.	Y	All data transmissions will be limited to satisfy the needs of the respective solution as it pertains to security concerns or requirements of the customer. Transmissions will occur using secure ports and protocols to ensure data confidentiality and integrity.
NOP-13	Will the Solution include bandwidth utilization? Please describe.	Y	Each Solution will be monitored for bandwidth utilization using tools such as Cacti and Nagios.
NOP-14	Will the Solution provide for bandwidth options on the infrastructure and internet connections? Please describe.	Y	Bandwidth options will be provided as needed and will be controlled using tools such as Apache, Cisco ACL.
NOP-15	Will the Solution provide tools to migrate to and/or from another provider? Please describe.	Y	We utilize various tools and applications to assist in the migration of systems and information, including but not limited to database exporting/importing, source code repositories, and SFTP/FTPS access.
NOP-16	Will the Solution provide for additional data storage to be addressed for a given application? Please describe.	Y	Additional storage will be made available as needed for an additional cost.
NOP-17	Will the Solution utilize an IT service management framework. Please explain.	Y	We generally follow IT service management guidelines mainly identified by ITIL
NOP-18	Will VITA be integrated within the IT service management framework utilized by your Solution? Please explain.	Y	VITA can be integrated into the framework for support and maintenance as requirements dictate
NOP-19	Will the Solution provide operational services? Please describe.	Y	We offer custom backup and restore services as well reporting and monitoring services as needed per client specifics.
NOP-20	Will the Solution follow operational Best Practices? Please describe.	Y	We have put into place policies and procedures that we consider best practices within our industry. We follow guidelines/requirements for HIPAA compliance as well as some applicable PCI standards. We also consult the following site http://www.nist.gov/information-technology-portal.cfm which is the National Institute of Industry Standards on a regular basis to stay abreast of new technologies and standards.
NOP-21	Will the Solution provide reporting such as problem, incident and capacity reporting? Please describe types of reporting provided.	Y	SiteVision has put into place policies and procedures that provide Risk Management, Audit Reporting, SLA Response, and Incident Response Mitigation and Reporting. See More detail in Appendix J for Incident Response.
NOP-22	Will the Solution allow website owner access to your security and audit reports? Please describe.	Y	Security and audit reports can be supplied to owners upon request.

NOP-23	In development and production, will the Solution support fast loading pages? Please describe target load speed and connection capacity used to measure.	Y	During the development process, an emphasis is placed on performance considerations when designing and implementing the Solution architecture. Applications and websites are tested using open source tools, including but not limited to, Lighthouse by Google. Depending on the nature of the solution, application throttling and network shaping may be utilized to modify the network speed to simulate various connection speeds, especially with respect to mobile devices. The manipulation involves modifying the network latency, bandwidth, and packet loss.
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Software and Web Services			
#	Specification	A	B
SWS-1	Will the Solution provide for various system operating systems? Please describe what operating systems and versions are supported.	Y	Windows Server 2008/2012 x64 , CentOS 7, Red Hat 7, and other approved Linux distributions.
SWS-2	Will the Solution support Database Management Systems (DBM)? Please describe what DBM systems the Solution supports including releases/versions currently being used.	Y	Based off of the needs of the Solution, various DBM systems may be used. We are experienced managing Microsoft SQL Server (v. 8, 9, 10, 11, 12, 13), MySQL (Latest stable versions), MariaDB (v. 5.5, 10.X), PostgreSQL (v. 9.X, 10, 11), and SQLite (v. 2, 3). Sitevision can provide a Database management system for Mysql Services through the use of PHP-Myadmin, C-Panel, Plesk or other tools if requested and approved by VITA Security.
SWS-3	Will the Solution be scalable? Please describe.	Y	Scaling will be implemented based off of the needs of the Solution for an additional cost. Both horizontal (out) and vertical (up) scaling is available. The actual methods used will be dependent on the needs of the Solution.
SWS-4	Will Solution provide scalability to support the following? a) An increasing user base b) Increased transaction volume c) Exponentially expanding data If yes, please describe how scalability is accomplished. Include any tools that would be provided and/or limitations to scaling.	Y	As required by owner's needs, we will offer scalability based on an increasing user base, increased transaction volume, and exponentially expanding data. Our team will be diligent when discussing with customers their current and future Solution needs. We will ensure customers understand their Solution and scalability of their Solution. True scaling will be offered either by virtual machine hyper-visor environment or Enterprise Cloud solution. Typically we would recommend a cloud solution where compute, storage, and memory units can be scaled manually or as the solution needs to a specified degree or an unlimited degree determined by owner.
SWS-5	Will application development within this Solution be a repeatable process that can be defined in a Statement of Work? Please describe.	Y	The application development lifecycle employed will be outlined in the SOW. This structure will provide all of the necessary components for the development, implementation, and maintenance of the solution.
SWS-6	Will the Solution include a records retention policy? Please explain.	Y	Sitevision has a records and retention policy in place See appendix C.
SWS-7	Will the Solution have the ability to provide interactive voice response (IVR) services? Please describe.	Y	Development Solutions may include IVR services as per SOW.

SWS-8	Will the Solution employ responsive design and support device independence? Please describe.	Y	As requested or required by customer, the Solution will incorporate a responsive design. By applying a responsive design, the Solution will be capable of supporting multiple device types, without tying users down to one specific type. This is indicated in any customer SOW .
SWS-9	Will the Solution include versioning for audit capabilities?	Y	The solution will utilize source code management via Git. Git is the preferred SCM due to its widely adopted usage, decentralized design, and ease of use.
SWS-10	Will the Supplier agree that any code that is developed and paid for under this contract will be owned by the Commonwealth website owner? Please explain.	Y	All code that is custom developed and paid for under this contract will be completely owned by the Commonwealth website owner.
SWS-11	Will the Solution provide administrative accounts over an encrypted connection to manage the site securely? Please describe.	Y	Depending on the type of Solution, administrative accounts may be used to manage the site securely. Actual implementation will be dependent on the Solution, and may incur additional costs as identified in the work breakdown schedule.
SWS-12	Will the Solution require multi-factor authentication for administrator login sessions? Please describe.	Y	Multi-factor authentication for administrator access will be dependent upon the needs of the Solution. Any costs for implementation will be identified in the work breakdown schedule. We will follow COV IT guidelines and requirements regarding application security.
SWS-13	Will the Solution provide the creation of citizen accounts over an encrypted connection allowing them to provide non-sensitive user data? Please describe.	Y	Depending on the Solution need and SOW, the creation of citizen accounts over an encrypted connection will be accommodated, with any costs identified in the work breakdown schedule.
SWS-14	Will the Solution allow the user secure access to their account information free of charge from any Internet capable computer? Please describe.	Y	Depending on the Solution need and SOW, it is possible to provide users secure access to their account information, at no cost to them. Implementation costs will be identified in the work breakdown schedule.
SWS-15	Will the Solution present the user with information on account balances, history, statuses, and payments? Please describe.	F	Based off of the needs of the Solution, a member portal may be made available to allow users to view account balances, history, statuses, and payments. Any costs related to implementation will be identified in the work breakdown schedule.
SWS-16	Will the Solution interface with various COV enterprise systems using web services to update information in real time? Examples might include applying for permits, filing use taxes, signing up for programs, and then making payment. Please describe.	Y	As long as a COV enterprise system allows for integration and/or feeds/web services we will interface as requested and outlined in a particular SOW. SiteVision has extensive experience in data/information integrations with third party systems.
SWS-17	Will the Solution offer Single Sign On (SSO) functionality in case the user has to logon to multiple systems? Please describe.	Y	SSO may be accommodated based off of the needs of the Solution. Any costs related to implementation will be identified in the work breakdown schedule.

SWS-18	Will the Supplier provide online support for any issue that requires website owner intervention for routing to the proper contact? Please describe availability and process.	Y	Support will be provided via a web-based ticket support system and is available 24x7. Solution owners and POCs may submit a ticket directly into the system via the support portal or send an email to a specified address that will create a ticket for the customer. Tickets will be promptly assigned to the proper contact within SiteVision based on the support requested. Tickets are prioritized and completed based on severity of request.
SWS-19	Will the Solution be capable of producing an online bill/statement that is presented to the user/payer in a format similar to bills/statements that may be currently billed by the website owner? Will that statement be produced in a PDF format and have the option to print or save? Please describe.	Y	Based off of the needs of the Solution, an online bill/statement will be made available. Available export options will include PDF, and any additional formats as deemed necessary may be implemented. Full implementation will be dependent upon the needs of the Solution with any costs being identified in the work breakdown schedule.
SWS-20	Will the Solution be deployed in a manner that allows customization for graphics/branding? Please describe.	Y	Any Solution will provide the capability to customize branding to match agency needs. The full extent of the services will be dependent upon the level of customization, with all costs being identified in the work breakdown schedule.
SWS-21	Will the Solution allow any consistent business rule to be integrated, using configuration features and without any code changes, on behalf of the website owner? Examples might include conditional payments, full but not partial payments, date/time related payments, etc. Please describe.	Y	Sitevision will meet with site owners and discuss the business needs and or changes and create a formal SOW to be review and estimated to the Site Owner as a change request.
SWS-22	Will the Solution draw data from one and/or multiple data sources and hide or display data elements that the website owner desires? Please describe.	Y	Multiple data sources can be accomodated based off of the needs of the Solution. Any costs related to the implementation of this feature will be identified in the work breakdown schedule.
SWS-23	Can the Solution be linked to the website owner's web content management system for services such as document management services? Please describe.	Y	If the owner's or owner's 3rd party existing system(s) allows for this functionality then it will be capable as required/requested by and quoted to and approved by AU.
SWS-24	Can the Solution be linked to the website owner's databases? Please describe.	Y	Base off of the needs of the Solution, it may be possible to incorporate data from external databases. Any costs related to the implementation will be identified in the work breakdown schedule.
SWS-25	Will the Solution provide the website owner with operational and financial activity reports in a mutually agreed format? Please explain.	Y	As required/requested by and quoted to and approved by AU.
SWS-26	Will you provide user acceptance testing (UAT) in a separate TEST environment as part of site implementation? If yes, please provide a detailed explanation of the process and components of the UAT and include an example or a template.	Y	Based off of the needs of the Solution, UAT may be provided within a separate test environment. UAT will consist of providing a fully-functional solution, in respect to the specific requirements, that can be accessed independently and with the sole goal of reviewing the solution's functionality. Any feedback provided during this process will be reviewed and addressed, when appropriate.

SWS-27	Will you make changes based on UAT? Please describe past experience and results, including any changes made prior to go-live as a result of the UAT.	Y	Changes that are not in the original SOW, approved and quoted SOW and requirements will require a change order that will be defined and quoted based on AU's needs and requirements.
SWS-28	Will you provide a communication, governance, and project plan, including milestones? Please describe and provide examples.	Y	In order to accurately manage the project, we ensure that various pieces of documentation are provided, including but not limited to, a communications plan and governance.
SWS-29	Will you provide a detailed implementation plan for the website solution? Please describe.	Y	In order to accurately implement the Solution, all necessary actions and steps involved will be clearly presented.
SWS-30	Will you define criteria for successful completion of planned deliverables? Please explain.	Y	In order to ensure that deliverables are executed properly, all deliverables listed in the performance plan will be measured complete upon satisfaction of the acceptance criteria provided in the plan.
SWS-31	Will the Solution have the capability for a COV application administrator to easily add user defined fields and tables without code changes? Please describe.	Y	As required/requested by and quoted to and approved by AU.
SWS-32	Will the Solution have the capability for a COV administrator to define custom work-flow for approvals, track the status for each step, and also define automatic escalation and notification process? Please explain how the Solution accomplishes this.	Y	As required/requested by and quoted to and approved by AU. Solutions will be custom developed or 3rd party solutions that have the required functionality will be provided as approved.
SWS-33	Will the Solution have the capability to allow a user to associate a document (as an attachment or a link - (i.e. email, xls, doc, txt, csv, pdf, XML, etc)) with any record at any step in the workflow so that it will be available to subsequent users? Please describe.	Y	As required/requested by and quoted to and approved by AU. Solutions will be custom developed or 3rd party solutions that have the required functionality will be provided as approved.
SWS-34	Will the Solution have the capability to download selected data in a format usable on a PC application (i.e. MS Office, Excel, and Access)? Please describe.	Y	As required/requested by and quoted to and approved by AU. Solutions will be custom developed or 3rd party solutions that have the required functionality will be provided as approved.
SWS-35	Will the Solution include any pre-built (delivered "out of the box") reports for all solutions? Please list and describe those reports.	Y	Solutions will be custom developed or 3rd party solutions, that have the required/desired functionality, will be provided and supported as approved.
SWS-36	Will the Solution provide features to allow for system configuration (where the Solution supports an administrator using built in editors to adjust the Solution without requiring coding changes to the application. e.g. translation codes, user permissions, views, reports, and workflow business rules)? Please describe.	Y	Solutions will be custom developed or 3rd party solutions, that have the required/desired functionality, will be provided and supported as approved.

SWS-37	Will the Solution provide inter-operability or compatibility with common versions of desktop operating software (i.e. Microsoft Windows, Mac OS), Web browser software (i.e. Internet Explorer, Firefox) and other third party applications (i.e. Adobe, Excel)? If yes, please describe. If no, please identify any known issues, including the software (with version), and how this could impact the Solution.	Y	In almost all cases, the answer is yes. We do not have control over 3rd party software vendors, their software, versions of software, or capabilities. Future versions of browsers and desktop applications may have expanded or reduced capabilities in the future versions, however when the solution is developed or provided by SiteVision, it will meet all requirements of an AU at the time of solution as quoted and approved.
SWS-38	Will the Solution have the capability to prevent multiple users from updating the same record simultaneously? If yes, please describe how this is done and any limitations. If no, please explain what happens when multiple users are updating the same record.	Y	Solutions will be custom developed or 3rd party solutions that have the required functionality will be provided as approved. In the case of version control, we would recommend and support a solution that meets the requirement or develop a solution that implements record/data locking components or transaction versioning functionality that allows for all requested data states/points to be tracked and revisioned as desired by AU.
SWS-39	Will the Solution provide the capability to dynamically (without code changes) include calculated fields on screens, including summary and derived fields? Please describe.	Y	The Solution will provide this functionality as outlined in the SOW, requirements and as estimated in the requested solution by customer.
SWS-40	Will the Solution's test plan include: a) Development of test data, b) Development of test scripts, c) Conducting the testing, d) Analysis of test results including benchmarking, e) Reporting of test results, and f) Resolution of problems identified during testing? Please describe.	Y	Based off of the needs of the Solution, the test plan may include, but not be limited to, the development of test data that resembles data that will be encountered in production, the development of applicable test scripts, the execution of the testing, and reporting and analysis of the respective results. Typically, during the active development and milestone process, we incorporate test and/or stage servers to allow for UAT, analysis, reporting and resolution cycles.
SWS-41	Will the Solution provide a feature for users to setup custom notification and alerts? Please describe.	Y	As required/requested by and quoted to and approved by AU. We would typically use a trusted and established 3rd party aggregator service for this functionality. For custom notifications i.e. SMS Text Alerts and voice messaging, we will use a 3rd party aggregator. We have applications that have been sending alerts for over a decade. Alerts can be received within seconds of sending alerts. We can build automatic notification into a system or create an alerting application/module as needed by the customer.
SWS-42	Can the Solution "punch-out" to the Commonwealth's payment processor? Please explain.	Y	We prefer not to handle or store sensitive payment or credit card data within our or our 3rd party data center(s). "Punch-outs" to trusted and PCI compliant payment processors, including COV's payment processor will be accommodated as requested and required.

Security & Authentication			
#	Specification	A	B
SEC-1	Will the Solution comply with all provisions of the current Commonwealth of Virginia security procedures (published by the Virginia Information Technologies Agency (VITA) at http://www.vita.virginia.gov/library/default.aspx?id=537 or a successor URL(s)) as pertinent to your operation ?	Y	Solutions will meet the policies and procedures of current sec 501/525 policies.
SEC-2	(M) This is MUST HAVE #2 - The Solution's information system components, services, data and system information associated with the information system components and services shall remain within the continental United States. Please describe.	Y	All Solutions will absolutley comply with this requirement MUST HAVE (SEC-2).
SEC-3	Will the Solution provide audit trail capability as required by COV security standards? Please describe.	Y	The SiteVision Solution will meet and or exceed the policies and procedures based on the current sec 501/525 policies and procedures as applicable.
SEC-4	Will the Solution include security procedures when a breach occurs? Please describe.	Y	Our team employs security procedures and policiy standards that detail how security breeches are classified and responded to in compliance with Industry best practice and SEC 501 standards
SEC-5	Will the Solution include website owner access to all security breach reports and corresponding logs? Please describe.	Y	Customer access to audits is only allowed when requested by the client in writing with the applicable reasons for the info request. Special permissions and requests can be discussed on a per client basis as needed.
SEC-6	Will the Solution include authentication and authorization controls that align with COV standards linked above? Please describe how the Solution manages user accounts and authentication for public facing web applications.	Y	All authentication and authorization controls will adhere to the COV standards. All user authentication forms will provide a secure method for entering user credentials and will employ available security measures to secure data transmissions.
SEC-7	Will the Solution ensure secure and encrypted data sharing with the Commonwealth data center? Describe the methods that can be deployed.	Y	We can provide data sharing with the Commonwealth data center in several encrypted ways. 1. IPSEC VPN Tunnel 2. FTPS 3. SFTP 4. HTTPS

SEC-8	Will the Solution provide for the separation of data from the web services? Please describe how the web server protects application data.	Y	<p>The Solution will provide the separation of data from the web services. This is completed by the following ways.</p> <p>We protect web server data by placing the application behind a router that is configured to only allow specific ports to be open for traffic. The web services are placed behind a Cisco ASA firewall that will log all access attempts as well as further block access attempts based on intrusion prevention and detection.</p> <p>Applications that contain sensitive data will be separated on the network and have a separate server that will house the Database for the application to keep a breach isolated. All web application servers are configured with snare syslog monitoring as well as GFI file integrity monitoring software.</p>
SEC-9	Will you, as part of the Solution, provide VITA and the website owner with security vulnerability testing/scanning and results every 30 days? Please describe.	Y	We will provide scanning reports to VITA every 30 days.
SEC-10	Will the Solution have an established process to address discovered security vulnerabilities? Please describe.	Y	Our hosting Solution will conduct vulnerability and application scanning on a monthly basis. The Sysadmin will review the reports/alerts and begin mitigation plan and alert the agency of the impacts as needed. All scanning mitigation will be reported on a monthly basis to VITA as required.
SEC-11	Will you, as part of the Solution, provide different types of security audits and reports? Please explain types and how often they are completed.	Y	We will provide the following reports upon request: vulnerability scanning, application web scanning, antivirus scanning, bandwidth, and uptime.
SEC-12	Will you, as part of the Solution, allow website owner access to Solution security and audit reports? Please explain.	Y	In order to provide full transparency, all applicable reporting will be made available upon request.
SEC-13	Will the Solution ensure the security and confidentiality of any and all financial information that the Solution obtains from users? Please describe.	Y	All financial and sensitive data will be traversed via SSL and will be held in encrypted tables at rest. This will be a per application solution based on site owner needs and requirements.
SEC-14	Will the Solution, including systems, software, hardware, processes, and partners, adhere to the requirements of the Cardholder Information Security Program (CISP) and maintain full PCI Security Standards Council compliance? Please describe.	Y	Depending on the Solution and the site owner needs Sitevision will utilize payment processing platforms that will adhere to the full PCI Security Standards and maintain the security guidelines in full.
SEC-15	Will the Solution provide a password protected administrative area allowing the website owner to assign internal users roles to search and view user account history, reset logins/passwords, issue refunds, etc.? Please describe business owner admin access	Y	Depending on the Solution, an administrative area can be provided to allow the website owner to complete administrative tasks in support of the operation of the respective Solution.
SEC-16	Will the Solution require multi-factor authentication of administrative access? Please describe.	Y	Multi-factored authentication can be implemented when requested to help add an extra layer of security to administrative access.

SEC-17	Will the Solution include website owner access to all security breach reports? Please describe.	Y	All security breach reports will be available upon request to the site owner as needed. SiteVision has Incident response policies and procedures that would entail that all security incidents are to be documented, classified, monitored and remediation planning as set forth by the SEC 501 standards and in accordance with Appendix J.
SEC-18	Will the Solution have the capability to provide auditing and reporting of system administration functions? Please describe.	Y	Yes in Accordance with the IT Security Audit, Monitoring and Logging Policy, Appendix S.
SEC-19	Will the Solution have the capability to maintain a log of reports that have been run, by name, date and time, and user? Please describe.	Y	Yes in Accordance with the IT Security Audit, Monitoring and Logging Policy, Appendix S.
SEC-20	Will the Solution ensure that passwords are never viewable in clear text in any part of the application or database? Please describe.	Y	All passwords are hashed upon initial creation to ensure that no password is accessible in plain text.
SEC-21	Will the Solution have the capability to automatically disable and report user accounts that have been inactive for a specified period (i.e. 90 days)? Please describe.	Y	Based on the needs of the Solution, it is possible to implement a feature that can automatically manage inactive accounts, with the actual parameters being determined during the planning process.
SEC-22	Will the Solution include self service capabilities for users to reset and recover their own passwords? Please describe.	Y	Each Solution will provide the ability to, when applicable, provide self-service options for password management. These options include, but are not limited to, password reset requests.
SEC-23	Will the Solution have the ability for the system administrator to lock and unlock user accounts and track all login attempts - both successful and unsuccessful? Please describe.	Y	Based on the needs of the Solution, access attempts can be monitored via passive methods including, but not limited to, tracking and auditing login attempts to ensure that unauthorized access to the respective system is not realized. In order to apply active methods, parameters can be added to the Solution to provide automatic locking and unlocking of respective user accounts.

Application Maintenance			
#	Specification	A	B
APP-1	Will the Solution include a testing/release process? Please describe.	Y	All application development processes include milestones or UAT along the development cycle as well as final UAT and owner approval before deployment to production/live environment. Prior to customer approval and release, Solutions are available via stage server environment.
APP-2	Will the Solution include a test environment that mirrors production system functionality and performance? Please describe.	Y	All applications that are in an active development state will have a test/staging site/system that mirrors the production system. Typically, once an application/site is in maintenance mode the test/staging application/site is deprecated to save costs for the owner. However, the test/staging site can be stood up indefinitely at owners request and approval.
APP-3	Will the Solution ensure testing of all components on all applicable platforms in a test environment? Please describe.	Y	Based off of the needs of the Solution, testing will occur to ensure desired functionality on all applicable systems.
APP-4	Will the Solution include the use of any 3rd party tools or services in the testing/release process? Please describe.	Y	Based off of the needs of the Solution, 3rd party tools and services may be used during the testing and release process. Possible services include browser testing to ensure a consistent and functional experience, load testing to ensure that the Solution is capable of supporting the minimum amount of users, with the goal of exceeding this value by many factors.
APP-5	Will the Solution have the ability to manage web servers/app servers, etc.? Please explain, to include redundancies, expandability, capacity management, monitoring, etc.	Y	The hosting Solution will allow customers to manage thier servers via RDP, SSH, or FTPS only. There are no web applications for server management. Cloud server management will be handled by SiteVision Sysadmin Staff for expansion, management and monitoring. A custom web application Solution can be developed as needed per customer requirements and needs.
APP-6	Will the Solution include a process for code and change management? Please describe.	Y	In order to enforce structure and integrity, all changes must be submitted and approved via a change request form. Upon approval, all applicable work will be integrated into the current project plan as identified in the work breakdown schedule.
APP-7	Will the Solution include an escrow process? Please describe.	Y	The Solution can include an escrow process/environment at the request of the owner. Third party escrow services will be quoted to and approved by owner at cost plus administrative and management fee that is estimated.
APP-8	Will the Solution include a process for archiving data? Please describe.	Y	Based off of the needs of the project, data archival may be implemented. The processes involved may vary, including but not limited to, modifying the status of the data directly within the Solution or archiving historical data and migrating that data offline. All processes will be based on the current technologies and protocols available in relation to the Solution.

APP-9	Will the Solution include a methodology for troubleshooting issues, coordinating help desk, and tracking status of issues? Please describe	Y	Based off of the type of Solution and issue at hand, troubleshooting efforts may vary. In order to ensure a more efficient resolution, issues will be documented and reviewed by the project contact within SiteVision or sub-supplier. This individual will be familiar with the Solution and will be able to provide any applicable guidance on the most efficient path to pursue. All issues captured will be documented using our internal ticket support system, as well as including applicable issues directly within the project workspace. For managing projects, we utilize BitBucket, which provides the option to track issues directly with the source code. The statuses of these issues are also made available within this location, along with maintaining the ability to modify the status as needed.
APP-10	Will the Solution include a process for managing upgrades and maintenance? Please describe.	Y	In order to ensure that upgrades and maintenance can be completed, Sitevision will adhere to its Change Management and QA policies and procedure to ensure that the solution will retain its integrity with regression testing in a test environment, prior to affecting the production (live) environment. We typically complete upgrades and maintenance on the Dev / Stage server and wait at least 1 week after completion and testing to ensure there are no
APP-11	Will the Solution include downtime notification to the website owner and general public via email and posting on the Solution website? Please describe.	Y	Based off of the needs of the Solution, downtime notifications will be provided to the website owner via email, along with a public facing notification being added to the application. In some instances, a website notification cannot be provided, however, these situations are extremely limited.
APP-12	Will Database Administrator support be offered as part of the Solution? Please detail what types (ex. Oracle, MS, Sybase, etc.) and describe how the types are supported.	Y	Database Administrator support will be offered as part of the Solution. Sitevision supports the following Database Structures: Microsoft SQL, MySQL, MariaDB, PostgreSQL, and SQLite.
APP-13	Will the Solution provide tools to migrate to and/or from another provider? Please explain.	Y	Sitevision will provide services and tools to migrate to and/or from another provider such as FTP and SSH. We have years of experience successfully migrating data.
APP-14	Will the Solution provide for additional data storage on demand for a given application? Please explain.	Y	Additional Storage can be added to a hosting Solution on demand based on the application needs. This will be done VIA cloud based SAN storage or physical storage added to the hosting server.
APP-15	Will the solution include a repository for source code and source code controls? Please describe.	Y	All applicable code will be tracked in a Git repository. Access to this repository will be restricted to users that are directly involved in the development, with any requests to gain access outside of SiteVision being reviewed on a case by case basis and requiring approval by the project sponsor.

Payment Processing			
#	Specification	A	B
PMT-1	Will the Solution be Payment Card Industry Data Security Standards (PCI DSS) compliant? Please describe.	Y	We prefer not to handle payment processing transactions directly within applications or to store sensitive and identifiable payment or credit card data within our or our 3rd party data center(s). "Punch-outs" or APIs connecting to trusted and PCI/IAT/ACH/NACH compliant 3rd party payment processor servicers, that have the required and desired functionality, will be accommodated as requested and quoted to and approved by owner and VITA. The solution will be seamless.
PMT-2	Will the Solution be IAT (International ACH (Automated Clearing House) Transaction) compliant? Please describe.	Y	See PMT-1 Answer in Column "B" above. Same applies.
PMT-3	Will the Solution be NACHA (National Automated Clearing House Association) compliant? Please describe.	Y	See PMT-1 Answer in Column "B" above. Same applies.
PMT-4	Will the Solution have the ability to use batch processing? Please describe.	Y	See PMT-1 Answer in Column "B" above. Same applies.
PMT-5	Will the Solution have the ability to use ACH Batch processing? Please describe.	Y	See PMT-1 Answer in Column "B" above. Same applies.
PMT-6	Will the Solution have a process to track and monitor transactions, including potentially fraudulent activities? Please describe.	Y	See PMT-1 Answer in Column "B" above. Same applies.
PMT-7	Will the Solution have a typical process/methodology for payment processing? Please describe, and include what you require to complete your process, assumptions, etc.	Y	See PMT-1 Answer in Column "B" above. Same applies.
PMT-8	Will the Solution support electronic payments? Please describe which types you support (i.e. echecks, ACH, credit card, etc.)	Y	See PMT-1 Answer in Column "B" above. Same applies.
PMT-9	Will the Solution give customers the option to make either partial and full payments on accounts? Please describe.	Y	See PMT-1 Answer in Column "B" above. Same applies.
PMT-10	Will the Solution allow the website owner to designate when partial payments are allowed? Please describe.	Y	See PMT-1 Answer in Column "B" above. Same applies.
PMT-11	Will the Solution give customers the ability to make a single payment for multiple services (i.e. shopping cart)? Please describe.	Y	See PMT-1 Answer in Column "B" above. Same applies.
PMT-12	Will the Solution give the website owner the ability to designate what type of payment is allowed by transaction type (i.e. tax payments may only be made by electronic check while fishing licenses may be made by any electronic payment method) Please describe.	Y	See PMT-1 Answer in Column "B" above. Same applies.
PMT-13	Will the Solution give an authorized business user the ability to change the types of payments allowed at any time? Please describe.	Y	See PMT-1 Answer in Column "B" above. Same applies.
PMT-14	Will the Solution allow for voluntary donations/contributions to specified funds? Can these voluntary donations/contributions be made free of fees? Please explain.	Y	See PMT-1 Answer in Column "B" above. Same applies.

PMT-15	Will the Solution conspicuously and clearly state all applicable fees (i.e. convenience, credit card, etc.) charged to a customer for conducting a payment? Please explain.	Y	See PMT-1 Answer in Column "B" above. Same applies.
PMT-16	Will the Solution payment process make known all applicable fees during the session, prior to confirmation of payment, and require that the customer affirmatively consent to the confirmation of payment before processing the payment transaction? Please describe.	Y	See PMT-1 Answer in Column "B" above. Same applies.
PMT-17	Will the Solution clearly state that convenience and/or credit card fees are not associated with the website owner? Please describe.	Y	See PMT-1 Answer in Column "B" above. Same applies.
PMT-18	Will the Solution provide payment processing of credit card, e-check, and ACH payments at rates/fees that are comparable to those offered by other national payment processors? Please describe.	Y	See PMT-1 Answer in Column "B" above. Same applies.
PMT-19	Will the Solution provide statements and/or receipts with fees states	Y	See PMT-1 Answer in Column "B" above. Same
PMT-20	Will the Solution require customer approval of fees prior to initiating credit	Y	See PMT-1 Answer in Column "B" above. Same
PMT-21	Will the Supplier seek review and approval of VITA and the website owner	Y	See PMT-1 Answer in Column "B" above. Same
PMT-22	Will the Solution include the ability for a website owner to be the merchant of	Y	See PMT-1 Answer in Column "B" above. Same
PMT-23	Will the Solution provide all equipment and software for the purpose of accepting credit card, debit card and e-check payments? Please describe.	Y	See PMT-1 Answer in Column "B" above. Same applies.
PMT-24	Will the Solution provide Interactive Voice Response (RVR) payment	Y	See PMT-1 Answer in Column "B" above. Same
PMT-25	Will the Solution provide foreign language payment options? Please	Y	See PMT-1 Answer in Column "B" above. Same
PMT-26	Will the Solution supply real time reporting capabilities to identify and confirm	Y	See PMT-1 Answer in Column "B" above. Same
PMT-27	Will the Solution provide the website owner with a specified account number	Y	See PMT-1 Answer in Column "B" above. Same
PMT-28	Will the Solution be interfaced with existing billing information as provided by	Y	See PMT-1 Answer in Column "B" above. Same
PMT-29	Will the Solution include a process/file to update data in existing systems as	Y	See PMT-1 Answer in Column "B" above. Same
PFM-30	Will the Solution ensure electronic deposit of payments into website owner defined bank accounts within 24 hours of payment? Please explain.	Y	See PMT-1 Answer in Column "B" above. Same applies.