

City of Waukesha IT Technical Vendor Questionnaire

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City of Waukesha IT Technical Vendor Questionnaire

Estimated Time to Complete: 20 Minutes

Please complete the following questionnaire to help us evaluate the technical aspects of your proposed system. Where applicable, select from provided options or supply short responses.

* Name of Company Submitting

MaintStar Inc.

* Submitting Company Email

mark@maintstar.com

1. System Architecture

* Deployment Model

☐ On-Premises

☐ Cloud-Hosted (Private)

☒ Cloud-Hosted (Public)

☐ Hybrid

Hosting provider (if applicable)

AWS Cloud

* Is the system designed for high availability?

☒ Yes

☐ No

* Is the system containerized or virtualized?

☐ Yes

☒ No

*** Briefly describe the system architecture**

MaintStar has embraced cloud and web technology. Our application architecture and development methodology have completely abandoned legacy principles, taking full advantage of cloud technology and application publishing. Cloud technology offers real-time scalability and hardware provisioning, including multiple clustered data center targets for mission-critical replication and fully automated disaster recovery. MaintStar LMS is a commercial-off-the-shelf (COTS) applications designed with a dedicated Administrative Interface that allows for complete customized configuration of the solution for each customer. Architecture and Scalability MaintStar's tradition of supplying large government institutions plays a significant role in selecting technologies used to develop our products. The MaintStar development team continuously explores available development tools and technology. Ultimately, MaintStar selected React.js to develop our products, maximizing scalability. React's Component-Based Architecture (CBA) promotes modularity and reuseability, making it easier to manage and scale complex applications. React allows developers to break down the user interface into small, reusable components, each responsible for its specific rendering and behavior. These components can be composed and nested within each other, enabling the construction of intricate UI structures. The key advantages of CBA are scalability, modularity, and reusability. MaintStar uses AWS GovCloud for its cloud infrastructure. AWS GovCloud is the premier cloud infrastructure, meeting the following standards: FedRAMP, NIST 800-53 r4 Compliance, NIST 800-171 Compliance & CNSS 1253 Compliance AWS GovCloud when placed in active-active geo-diverse configuration, provides 99.9996% availability, with only 17 minutes total downtime in the last nine years. The solution is mission-critical, providing near real-time Recovery Point Objectives (RPO) and Recovery Time Objectives (RTO). MaintStar deploys AWS Premier security measures, ensuring both security and availability. Standard security measures include AWS Shield and Cloud HSM. MaintStar does not multi-tenant customers. Each customer is provisioned with dedicated enclaves, servers, application/database instances, and IP bandwidth. Our approach maximizes customer performance, scalability, and security. Each customer has dedicated hardware and application resources, ensuring maximum performance and scalability. Additionally, with dedicated IP connections and environments, customers may employ high-end security solutions, such as location or IP whitelisting. Each customer enclave is continuously monitored for performance and security; if performance falls below customer standards, hardware resources can be provisioned without loss of availability. Dedicated environments offer customers the option to opt in or out of specific upgrades. Additionally, upgrades can be optimally scheduled to allow customers to train and prepare staff beforehand.

2. Security

*** Is data encrypted in transit?**

☒ Yes ☐ No

*** Is data encrypted at rest?**

☒ Yes ☐ No

*** Is data encryption FIPS 140-2 certified?**

☒ Yes ☐ No

*** Authentication methods supported (check all that apply):**

☒ Username & Password ☒ MFA ☒ SAML/SSO ☒ OAuth 2.0 / OpenID Connect

*** Are audit logs maintained?**

☒ Yes ☐ No

*** How frequently are 3rd party penetration tests and vulnerability scans completed on the system?**

Annually

*** How long is the expected time to resolve vulnerabilities found during penetration tests and/or vulnerability scans?**

Resolution takes about 5 business days

3. Regulatory Compliance

*** Please check all regulatory compliance options that apply:**

☐ CJIS ☐ HIPAA ☒ NIST ☐ PCI-DSS ☒ SOC 2
☒ Other

If "Other" please provide details

CNSS 1253 Compliance

*** Are data retention policies configurable?**

☒ Yes ☐ No

*** Can customer data be physically stored in the U.S.?**

☒ Yes ☐ No

4. On-Premises Server Requirements

If this is not an on-premises solution, you can skip this section.

Operating System

Required CPU / RAM / Storage.

Database Platform Used

Is the system compatible with Nutanix virtualization?

☒ Yes ☐ No

5. Client & Browser Requirements

Supported Browsers

☒ Chrome ☒ Firefox ☒ Edge ☒ Safari ☒ Other

If "Other" please provide details

Opera

Minimum client system requirements:

Internet Connection and a Browser

Is a local software installation required?

☐ Yes ☒ No

Is mobile access supported?

☒ Yes ☐ No

6. User Account Control

* Does the system support role-based access controls?

☒ Yes ☐ No

Can user accounts be managed by:

☒ Active Directory Integration
☒ LDAP
☒ SAML / SSO
☒ EntraID

7. Data Management

* Is data export available?

☒ Yes ☐ No

Export formats supported (if available)

SQL, CSV, JSON, XML, and binary formats

* Is there a public API?

☒ Yes ☐ No

Who retains ownership of data?

The City of Waukesha, WI

8. Backup and Disaster Recovery

* Frequency of system backups

We backup the data daily

* Data retention period

Data is retained for up to 100 years. We will work with you on a data purge schedule if desired.

* Stated RTO/RPO

MaintStar applications on AWS GovCloud provide near real-time RPO, RTO, and guaranteed availability of 99.95%.

* Is the disaster recovery process tested at least annually?

☒ Yes ☐ No

9. Integration Capabilities

*** Check all supported**

☒ REST API ☐ SOAP API ☒ SFTP ☒ Flat file exchange

*** Systems already integrated with**

ArcGIS, Document Management Systems, Financial Management Systems (Munis/Oracle), Numerous payment processors. Maintstar is integration friendly

10. Software Development

*** Describe your software development lifecycle methodology? How do you approach the different stages of development?**

We use an agile, iterative development approach focused on delivering functionality in small, manageable phases. Work moves through clear stages including requirements review, design, development, testing, and deployment, with feedback incorporated throughout to ensure alignment with customer and business needs.

*** How do you ensure proper project management and communication during each phase of the software development lifecycle?**

Projects are managed through defined backlogs, sprint planning, and regular check-ins involving product, development, and QA teams. Progress, risks, and dependencies are actively tracked, and stakeholders are kept informed through scheduled updates and milestone reviews to ensure transparency and accountability.

*** Describe any assurance procedures in place to build in security control mechanisms during the software development lifecycle (SDLC)?**

Security controls are built into the SDLC through secure design reviews, code reviews, and testing prior to release. We apply standard security practices such as least-privilege access, audit logging, and environment separation to reduce risk and ensure system integrity.

*** Explain how security considerations are integrated into the development process?**

Security is considered from initial design through deployment, not added at the end. Development standards include secure coding practices, dependency management, and regular testing to identify and address potential vulnerabilities early in the process.

*** Explain input validation as part of your software development lifecycle (SDLC)?**

Input validation is a standard part of application design and development. Data inputs are validated for type, length, format, and expected values to ensure accuracy and prevent unintended or unsafe behavior.

*** Explain how inputs to the system are validated and protected against potential vulnerabilities or malicious attacks.**

User and system inputs are validated on both the client and server side, with server-side validation enforced as the primary control. Techniques such as parameterized queries, sanitization, and rejection of invalid or unexpected input are used to protect against common attack vectors.

*** Do you follow the Open Web Application Security Project (OWASP) guidelines during the software development process?**

Yes. Our development and security practices are aligned with OWASP guidance, including awareness of common vulnerabilities such as injection, authentication weaknesses, and improper access control, and implementing controls to mitigate those risks.

*** Can you describe your release management methodology?**

Releases follow a structured process that includes testing, validation, and approval prior to deployment. Changes are packaged into planned releases, with clear versioning and documentation to ensure stability and traceability.

*** Describe your process for upgrading?**

Upgrades are designed to be straightforward and minimally disruptive. We provide advance notice, release notes, and support as needed, and upgrades are tested to ensure backward compatibility and data integrity before being made available to customers.

Hotfixes, upgrades to major version, general upgrades, etc.

* **Who is responsible for upgrading the system?**

Vendor

Vendor vs. Customers

* **Is there an upgrade schedule? If so, what is the frequency?**

Generally monthly. Any variance from this is communicated well in advance of the scheduled date.

* **Describe your process for handling errors/bugs found by the customer and how they get resolved.**

When a customer reports an error or bug, we log it in our tracking system, assess severity and impact, and prioritize it accordingly. The issue is then assigned to the appropriate team for investigation, root-cause analysis, and resolution. We communicate progress to the customer, test the fix thoroughly, deploy it through our standard release process, and confirm resolution with the customer before closure. MaintStar ITIL v4 Support Response Metrics: Tier 1 - Issues Client may contact their DSE (24x7) for any Tier 1 issue via SMS message Tier 1 - Critical Unavailable System - Response < 15 minutes - Resolution < 45 minutes Tier 2 - Crucial Function Unavailable - Response < 45 minutes - Resolution < 90 minutes Tier 3 - Support Level Routine Support - Response < 120 minutes - Resolution < One business day

11. Scalability and Performance

* **Maximum concurrent users tested**

We performance test to at least 2× expected peak concurrent users (and never less than 200 concurrent users), and we can scale beyond that as needed based on environment and usage patterns.

* **Is load testing conducted?**

☒ Yes ☐ No

* **Known performance constraints or limits?**

N/A

12. Maintenance and Support

* **Regular maintenance window (if any)**

N/A

Please put N/A if not applicable

* **How are patches / updates delivered?**

Overnight

* **At what frequency are patches / updates delivered?**

Generally on a monthly basis, or more often on an as needed basis

* **Support Options (select all that apply)**

- ☒ Email
- ☒ Phone
- ☒ Web Portal
- ☒ 24/7 Availability

13. Audit and Monitoring

* **Does the system generate logs for all user activity?**

☒ Yes ☐ No

* **Can logs be exported to third-party SIEM tools?**

☒ Yes ☐ No ☐ N/A

* **Are alerts configurable for suspicious activity?**

☒ Yes ☐ No ☐ N/A

14. End-of-Life and Exit Strategy

* **Can data be exported at contract termination?**

☒ Yes ☐ No

* **Is assistance provided for termination?**

☒ Yes ☐ No

*** Describe decommissioning procedure**

At the time of separation, Maintstar will deliver a full copy of the database in whatever format the City desires. Contractually, MaintStar has 30 days from the time of separation to deliver the DB. We will provide a separation survey to the partner to collect feedback on unique aspects of the relationship.

15. Licensing Model

*** Licensing types available:**

☐ Per user ☐ Per Device ☐ Site License ☒ Subscription-based

*** Are there additional costs (APIs, storage, users, etc.)?**

☒ Yes ☐ No

If there are additional costs, please explain:

The City will receive unlimited user licensing with your annual subscription. There are no additional costs for storage and additional internal or external users. Integrating with other systems, creating forms after Go-Live and other technical procedures may or may not require a cost depending on scope.

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*** Completed By:**

Mark Desnoyer

*** Company Name**

MaintStar Inc.

*** Project Name**

City of Waukesha MaintStar Land Management System

*** Date**

01/27/2026

Format: MM/DD/YYYY