City of Waukesha IT Technical Vendor Questionnaire

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Assigned To: Chris Pofahl

Due Date: Open

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.

1. System Architecture

* **Deployment Model**

○ **On-Premises** ○ **Cloud-Hosted (Private)** ◉ **Cloud-Hosted (Public)** ○ **Hybrid**

Hosting provider (if applicable)

AWS

* **Is the system designed for high availability?**

◉ **Yes** ○ **No**

* **Is the system containerized or virtualized?**

◉ **Yes** ○ **No**

* **Briefly describe the system architecture**

Cloud-Based Architecture Hosted on Amazon Web Services (AWS) public cloud infrastructure Multi-tenant SaaS solution with logical separation between customers No on-premises hardware required - fully cloud-based deployment AWS Infrastructure Characteristics AWS EC2 VPCs (Virtual Private Clouds) deployed across multiple regions Multiple Availability Zones for redundancy and high availability AWS services utilization including CloudFront, Application Load Balancer, and S3 Elastic scaling capabilities suggesting underlying virtualization or containerization Likely Architecture Based on AWS Deployment Modern Cloud Practices Given that EPR FireWorks: Uses modern AWS infrastructure Provides elastic scaling capabilities Maintains multi-region deployment Supports automated failover The system likely utilizes AWS's virtualized infrastructure, which may include: EC2 instances (virtualized computing) Containerized services using AWS ECS or EKS Serverless components using AWS Lambda Managed database services like RDS Recommendation for Specific Details For definitive information about the specific architecture implementation, including: Container orchestration platforms (Docker, Kubernetes) Virtualization technologies used Microservices architecture details Specific AWS services utilized

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):**

[x] Username & Password [x] MFA [x] 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 last was Nov 2024

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

Critical vulnerabilities are addressed within 24 hours of discovery
This applies to vulnerabilities that could impact system security, data integrity, or operational availability

3. Regulatory Compliance

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

[ ] CJIS [x] HIPAA [x] NIST [ ] PCI-DSS [x] SOC 2
[x] Other

If "Other" please provide details

ISO 27001:2013, ISO 27799:2008

* **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

[x] Chrome [x] Firefox [x] Edge [x] Safari [ ] Other

If "Other" please provide details

Minimum client system requirements:

Hardware Requirements No specific hardware required - EPR FireWorks is device-agnostic Any device capable of internet access (desktop, laptop, tablet, smartphone) No minimum RAM, CPU, or storage specifications - cloud-based architecture eliminates local hardware demands Software Requirements Internet connection - the only mandatory requirement Modern web browser - any up-to-date browser (Google Chrome recommended) No client-side software installation required No operating system restrictions - compatible with Windows, macOS, iOS, Android, Linux

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)

PDF,xlsx,CSV,docx, JSON, GEO-JSON,XML

*** Is there a public API?**

◉ Yes ○ No

Who retains ownership of data?

Customer

8. Backup and Disaster Recovery

*** Frequency of system backups**

Every 60 minutes - Automated incremental backups Every 15 minutes - Transaction log backups Daily - Complete database snapshots and full daily images

*** Data retention period**

48 hourly incremental backups maintained 30 daily full backups stored 12 monthly backups retained 7 yearly backups for long-term historical preservation

*** Stated RTO/RPO**

RTO- 1hour max RPO 1 hour max.

*** 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**

Multiple CAD companies, Scheduling companies, 3rd party compliance companies. Multiple more will furnish upon request

10. Scalability and Performance

*** Maximum concurrent users tested**

No exact number. Via AWS provides scalable architecture forMulti-region deployment ensures performance optimization across geographic locations handling varying loads

*** Is load testing conducted?**

◉ Yes ○ No

*** Known performance constraints or limits?**

Network and Connectivity Constraints Minimum Connectivity Requirements 5mbps minimum internet connection required for basic functionality 100/100mbps recommended for optimal performance and highest resolution experience Mobile wireless connectivity sufficient for field operations, though performance may vary with connection quality Geographic Performance Considerations AWS CloudFront utilization helps mitigate geographic distance limitations Multi-region deployment reduces latency through distributed infrastructure Performance may vary based on physical distance from AWS data centers

11. Maintenance and Support

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

Scheduled Maintenance Low peak operating times - Updates and maintenance performed during periods of minimal usage Advance notification required - At least 7 days notice provided for all scheduled maintenance Zero downtime goal - System strives to maintain continuous availability even during maintenance Emergency Maintenance Emergency maintenance communications provided through multiple channels when unplanned maintenance is required Immediate notification for critical issues requiring urgent maintenance Multiple communication channels used to ensure all customers are informed

Please put N/A if not applicable

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

Cloud/server level updates - All platform maintenance and updates performed at the cloud infrastructure level Low peak operating times - Updates scheduled during minimal usage periods to reduce impact Zero downtime strategy - System strives to maintain continuous availability during updates No client-side installations required - updates applied automatically to the cloud platform

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

45-day development lifecycle for maintenance updates 60-day update cycle for regular system improvements 18-month track record of consistent update delivery Emergency updates available for critical security issues

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

- [x] **Email**
- [x] **Phone**
- [x] **Web Portal**
- [x] **24/7 Availability**

12. 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**

13. 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**

Data Ownership and Protection Complete Data Control Waukesha Fire Department retains full ownership of all data throughout the contract period and upon termination Continuous access to data maintained during the entire contract term Immediate access upon contract termination with full data export capabilities No data hostage situations - guaranteed access regardless of termination circumstances Data Export and Migration Assistance Comprehensive Export Support All City data made available for export in standard formats upon service termination EPR FireWorks will assist with data migration if requested during transition Multiple export formats supported including: PDF for official documentation Excel (.xlsx) for spreadsheet analysis CSV for database imports JSON for system integrations XML for structured data exchange Professional Transition Support Technical assistance for integrating exported data into new systems Documentation support for understanding data formats and structures Coordination with new vendors if needed for seamless data transfer Custom export formatting available if required for specific replacement systems Secure Data Destruction Process NIST SP 800-88 Compliant Destruction Upon successful data transfer confirmation: Digital data overwritten multiple times with random patterns Cryptographic erasure performed by destroying encryption keys Database records permanently deleted including from backup systems Physical media physically destroyed using certified methods Verification of destruction documented with detailed audit trail Destruction Documentation Certificate of data destruction provided to Waukesha Fire Department Third-party attestation of data destruction available upon request Complete process logging for audit and compliance purposes Verification of deletion provided upon request Timeline and Process Management Structured Exit Timeline Professional project management for exit process coordination Defined milestones for data export, validation, and destruction phases Clear responsibilities for both EPR Systems and Waukesha Fire Department Regular progress reporting throughout the exit process Business Continuity Protection Minimal operational disruption during exit process Staged data export to ensure operational continuity Validation protocols to confirm successful data transfer before destruction Emergency procedures available if issues arise during transition Legal and Compliance Considerations Regulatory Compliance HIPAA compliance maintained throughout exit process for medical data State and federal reporting data properly transferred with historical integrity Legal hold procedures respected before any data destruction Audit trail preservation for regulatory compliance requirements Contractual Protections No additional fees for standard data export assistance Service level commitments maintained during exit process Professional cooperation guaranteed regardless of termination cause Transparent process with clear deliverables and timelines Knowledge Transfer and Documentation Complete Documentation Package System configuration documentation provided for reference Data dictionary and field descriptions for understanding exported data Historical reporting templates and custom report definitions Integration specifications for connecting with new systems Training and Support During Transition Technical support available during data export and validation Knowledge transfer sessions for understanding data structures Consultation on new system requirements based on current usage patterns Best practices documentation for maintaining operational continuity Risk Mitigation Strategies Data Protection Measures Multiple backup verification before any destruction activities Staged destruction process allowing for recovery if issues identified Independent verification of successful data transfer completion Rollback procedures are available during critical transition phases Vendor Relationship Management Professional conduct maintained regardless of termination circumstances Cooperative approach to ensure successful Waukesha Fire Department transition Reference and recommendation support for future vendor selection Industry best practices followed throughout exit process This comprehensive End-of-Life and Exit Strategy ensures that Waushesha Department maintains complete control over their data investment while receiving professional support for any future transition, protecting both operational continuity and regulatory compliance requirements.

14. 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:

For a custom API, there might be a cost depending on the size of the project.

*** Completed By:**

Rich Cunningham

*** Company Name**

EPR SYSTEMS INC

*** Project Name**

Waukesha Fire Dept RMS

*** Date**

08/27/2025

Format: MM/DD/YYYY