DIVISION OF MARKETING AND COMMUNICATIONS

REQUEST FOR PROPOSALS #RFP-001-24

DIGITAL ASSET MANAGEMENT SYSTEM

ADDENDUM #2:

February 6, 2024

REASON FOR ADDENDUM: Questions and Answers

Speaking to the About section on Pg 3, is there any content today that also needs to undergo digitization in order to preserve for archival purposes?

We will be looking to import various photo and video files as part of system implementation. However, the primary use of the system will not be for archival purposes.

Can you please further explain 'customizable dashboards for individuals and groups.' Is this referencing reporting dashboards? Or is it possibly referencing customizable reviews within the DAM and/or micro sites? Asking for clarification as this bullet point was not denoted under analytics and reporting.

Customizable dashboards for individuals and groups refers to a role-based login to a page where a user can access the digital assets they require in a user-friendly and accessible way. For example, there may be a specific dashboard for the Faculty of Business accessible upon login, where they have just the photos, logo, videos etc. that they require to do the work that they need.

Are you able to share a percentage (roughly) break down of asset types – video, images, audio, adobe files, etc?

At this stage it is difficult to provide a specific breakdown but a rough estimate is:
- *50% photos*
- *30% video*
- *20% other file types*

For templates – are there any specific use case requirements? Are you able to provide any guidance on a ballpark range of users and/or templates across the university?

The use case depends on the functionality that is available in the tool. The primary use case is around improving brand management in a decentralized university. Some tools have the ability to create basic design templates within the DAM itself for preparing assets for uses such as social media, presentations, posters etc.

Would CDN direct or embedded links be of interest?

Yes, that would be of interest but not a requirement.

Is Canadian data residency a requirement?

No

Is Single Sign on a requirement? If so – please specify – i.e. OKTA, Azure Active Directory Connector, etc.

Single Sign on is not a requirement.

When would the Evaluation Committee like have to have a system in place and launched?

The timeline is flexible but the aim is to have system in place by September, 2024.

MEMORIAL UNIVERSITY OF NEWFOUNDLAND

REQUEST FOR PROPOSALS

FOR

DIGITAL ASSET MANAGEMENT SYSTEM

#RFP-001-24

ADDENDUM # 1

DATE: FEBRUARY 5, 2024

Please <u>ADD</u> the following specifications:

	Requirement
3.1 Architecture	
3.1.1	Include a network diagram of the proposed application solution. Ensure the diagram is labeled appropriately, identifying all components (e.g., servers, firewalls, load balancers, etc.), server roles (e.g., web tier, application logic tier, database tier), listening ports, and the directions in which all network communications are established.
3.1.2	Does the proposed solution's application architecture support separate web front end/tiers for external/public users versus internal/administrative users? If so describe.
3.1.3	Disclose and describe any 3rd party software required to support the proposed solutions and are they included with your software solution?
3.1.4	Describe the cloud solution. (Cloud Provider, Public Cloud, Private Cloud, Software as a Service, Infrastructure as a Service, Platform as a Service, etc.)
3.1.5	Describe how the cloud-based solution manages resource allocation. o Demand driven increases in resource allocation (disk space, memory, bandwidth, etc.) are delivered without human intervention.
3.1.6	Does the proposed software solution run as a shared (multi-tenant) instance, or as a dedicated (Memorial only) one? If multi-tenant, describe the security features isolating Memorial's data from that of other tenants.
3.1.7	Confirm a minimum of two environments (production and test) are provided for the indicated cost.
3.1.8	Is storage unlimited? If not, describe the storage/costing model.
3.2 Data Sovereignty	

3.2.1	Where is the Proponent's Registered Head Office?
3.2.2	In which legal jurisdiction does the Proponent store data?
3.2.3	In which legal jurisdiction does the Proponent process data?
3.2.4	In which legal jurisdiction does the Proponent back up data?
3.2.5	Does the Proponent provide options for where the data can be stored?
3.2.6	Does the Proponent outsource/sub-contract any portion of the services being considered? If yes: Specify. Where is the Registered Head Office? Will the sub-contractor have access to the data?

3.3 Privacy

3.3.1	Does the Proponent have a Privacy Policy/Statement? If so, please reference the link.
3.3.2	Does the Proponent have privacy breach protocols (may be included in the Privacy Policy)? If yes, do they include mandatory client (University) notification?
3.3.3	If the Proponent has direct access to Memorial end users, does the Proponent comply with Canada's Anti-Spam Legislation?
3.3.4	Does the Proponent comply with the EU General Data Protection Regulation?

3.4   Security/Information Protection

3.4.1	Does the Proponent have a Security Policy/Statement? If so, please reference the link.
3.4.2	Does the Proponent conduct regular vulnerability assessments and penetration tests of its application? If yes, are the results released/available? Has the proposed solution undergone an assessment using the Higher Education Community Vendor Assessment Toolkit (HECVAT)?
3.4.3	What security standards does the Proponent adhere to?
3.4.4	What security certifications does the Proponent maintain?
3.4.5	Does the Proponent have security/data breach protocols? If yes, describe and do they include mandatory client (University) notification?

3.4.6	What type of security clearances, confidentiality agreements/oaths does the Proponent require of its employees?
3.4.7	Does the Proponent delete data completely when the customer deletes it from their web service?
3.4.8	How can data be removed from the Cloud Provider upon termination of the contract? Can the Proponent guarantee that all data has been removed (including backups)?
3.4.9	Does the Proponent confirm that the University's information will not be used/sold for any other purpose than that agreed upon with the University?
3.4.10	Does the system have the ability to purge data in accordance with a Records Retention and Disposal Schedule? If yes, describe and is this an this an extra cost?
3.4.11	What level of audit and logging does the Proponent generate? Can the University access the logs upon request?
3.4.12	How does the Proponent protect data in transit? Describe.
3.4.13	How does the Proponent protect data at rest (including backups)? Describe.
3.4.14	Does the Proponent offer encryption/key management options? Describe.
3.4.15	Describe the proposed solution's support for authentication for both Power/Admin User and General User for the following: 2-Factor Authentication Challenge Question Complex Password Lockout after X failed login attempts If yes, how many attempts? Uses https Inactive Accounts Expire If yes, after how many days? Describe Password Recovery Mechanism
3.4.16	Describe the proposed solution's support for authorization, group management, and role-based access controls.
3.4.17	How does the Proponent handle requests for client information from government agencies? Is a court order required prior to release? Will the Proponent notify the client?

3.4.18	Can the Proponent meet the University's expectations regarding core support hours and critical/peak periods?
3.4.19	What are the backup and disaster recovery procedures of the Proponent?
3.4.20	What is the targeted uptime (i.e. 99.9%)?
3.4.21	When are the scheduled maintenance windows? Ensure you indicate time zone.
3.4.22	What is the credit structure for unscheduled downtime?
3.4.23	How often are backups restored/tested?
3.4.24	What amount of liability coverage does the Proponent offer for security/information breaches?
3.4.25	Describe how the proposed solution's file upload functionality securely handles uploaded files. Also, describe how the proposed solution securely transfers data for integration with other systems.
3.4.26	Describe the application's release and patch management cycles (frequency, etc.).
3.4.27	Describe your patch management cycles for the underlying operating system (Linux, Windows, etc.) as well as any third-party software that is also part of the proposed solution (DBMS, reporting software, etc.)
3.5 Integration	
3.5.1	Describe access to system database dictionary and database schema.
3.5.2	Describe the proposed solution's API capabilities
3.5.3	Describe which authentication technologies are supported (Active Directory, OpenLDAP, Apereo CAS version 3, SAML version 2, Azure AD, etc.) Describe which Identity Federations are supported (CANARIE CAF-FIM, EduGain, etc.) Describe which identity data is required for support (displayName, studentNumber, etc.) Does the proposed solution provide technical white papers on authentication integration
3.5.4	Describe experience integrating the proposed solution with Ellucian Banner ERP
3.5.6	Describe experience integrating the proposed solution with Hyland's OnBase Enterprise Content Management Software

3.5.7	Describe how the proposed solution integrates with the Microsoft Office Suite: · List all of the products supported · What versions of Microsoft Office are supported by your application?
3.5.8	Describe the proposed solution's query, reporting and data extraction capabilities.
3.5.9	Describe approach to data conversion *(THIS REQUIREMENT IS OPTIONAL DEPENDING ON SCOPE)*
3.5.10	Describe how the proposed solution integrates with Brightspace. Does the proposed solution support the Learning Tools interoperability standard (LTI*)? (THIS REQUIREMENT IS OPTIONAL DEPENDING ON SCOPE)*
3.5.11	Describe the proposed solution's email configuration requirements including email authentication capabilities, with respect to SPF, DKIM & DMARC.
3.6 PCI (*THIS SECTION IS OPTIONAL DEPENDING ON SCOPE*)	
3.6.1	Is the Proponent PCI Compliant?
3.6.2	Does the Proponent store credit card information?
3.6.3	Does the Proponent's payment environment support Moneris?
3.7 Administration	
3.7.1	**Is the Cloud Provider's service subscription-based or a signed contract?**
3.7.2	**Does the Cloud Provider have a standard contract/terms of service or is it negotiated? Please attached a sample Services Agreement.**
3.7.3	**Can the Cloud Provider generate reports as required? Is there a fee?**
3.7.4	**What is the Cloud provider's policy for data storage ownership should the company cease operations? (Change of ownership, bankruptcy)**
3.7.5	**Does the Cloud Provider charge a fee to export data upon termination of the contract?**
3.7.6	**Does the Cloud Provider charge a fee to purge data upon termination of the contract?**
3.7.7	**Does the Cloud Provider charge a fee for eDiscovery/Information Access Requests?**