

Technology Questions for Software Vendors

All vendors providing software to the University of Central Oklahoma (UCO) must complete the below questions regarding the technology they provide. Responses are considered binding, and this form will be an addendum to any contract signed by UCO.

Written responses are required for all questions. If a question is not applicable to the software you provide, please state so and include the reason why. Any documents incorporated by reference must be attached and included in the response to UCO.

COMPANY INFORMATION

Primary Contact Information

Name Phone
Email

Form Completed By

Name Phone
Email

PRODUCT INFORMATION

Describe the product.

Hosting model

On-Premise

SaaS

Other Briefly describe:

What are the client requirements to access the system (supported operating systems, browsers, etc.)?

USER AUTHENTICATION

How do users authenticate to the system?

NOTE: Central Authentication Service (CAS) is UCO's supported Single Sign-On (SSO) solution for current students, faculty and staff.

CAS version 6

SAML versions 1.1, 1.2 and 2.0

Other, briefly describe

If user authentication is done locally, how are IDs and passwords maintained within the system and what are the password requirements?

Provide an overview of the administrator's role in managing access control.

DATA

DATA MIGRATION

If UCO currently has a solution similar to yours in place, do you support a migration of data from the existing product to your solution?

DATA ACCESS

Where will UCO's data be physically stored?

How do you determine data ownership?

Upon contract expiration, what is the disposal / transfer method for UCO's data?

In the event you go out of business, what plan do you have in place to provide full access and ownership of data to UCO?

**What interfaces and data transfer methods are required between the product and UCO resources?
Can you support integration with external analytics tools?**

DATA SECURITY

Describe the mechanism by which data is secured while at rest.

Describe the mechanism by which data is secured when transferred from UCO to the vendor location or vice versa.

What layers of protection are invoked to provide safeguards against a breach or compromise of the data?

Does your company and the companies which you use to provide services to UCO have data breach insurance?

REGULATORY INFORMATION

When was your last IT audit? Please provide a SOC 2, Type 2 report if available.

Indicate your compliance level for each of the following:

PCI

FERPA

HIPAA

Americans with Disabilities Act (Section 508)

General Data Protection Regulation (GDPR)

WCAG 2.0, Level AA

Other and/or additional details:

What standards do you use when evaluating your product's accessibility support?

Describe the distinction in your product's administrative accessibility comparative to the consumers' or users' experience.

If the product produces a web-based or online service, what methods and tools are available to assist in producing accessible outputs for the users accessing content?