Annex 11 - Distinctive Non-functional Requirements

The following non-functional requirements apply for the required services. The requirements are divided into different categories.

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| **Compliance and Risk Management** | **Yes/No /NA** | **Explanation*** Explanation is **mandatory,**
* A **maximum** of **200 words** per explanation is allowed
* S**creenshots** are **allowed**
 |
| History stored | Does the system retain history for viewing and auditing purposes? |  |  |
| Does the system retain history for non-financial data changes? |  |  |
| Is there a parameter setting for duration of history stored? |  |  |
| Is history completely visible on-line? |  |  |
| Configuration input screens | Can fields be deactivated if not necessary (on a general basis)? |  |  |
| Is it possible to change field labels? |  |  |
| Data change options | Is there an “en masse” change capability for changing data fields system wide? If so, what type of data can be changed this way? Are these actions recorded in an audit log? |  |  |
| Can this be uploaded via e.g. Excel? |  |  |
| Business Operations | Are parts of your business outsourced or are you planning to outsource? If yes, what parts and to whom is it outsourced? |  |  |

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| **Security and Business Continuity** | **Yes/No /NA** | **Explanation*** Explanation is **mandatory,**
* A **maximum** of **200 words** per explanation is allowed
* S**creenshots** are **allowed**
 |
| Support resources | Does Tenderer has resources fully dedicated to client business support (business analysts)?  |  |  |
| Does Tenderer has resources fully dedicated to client technical support (technical analysts)?  |  |  |
| Does Tenderer has vendor resources fully dedicated to research and development?  |  |  |
| Disaster recovery | Please describe the vendor's own disaster recovery plan on your development and support environment?  |  |  |
| Strategy, roadmap | What is the strategy, roadmap and future plans for development of the vendor concerning the proposed solution for 2019 up to 2021? |  |  |
| What is the involvement of customer in determining the roadmap? |  |  |
| Release management | Does Tenderer has a release policy? |  |  |
| How does Tenderer minimize the impact of (major and minor) releases for their customers? |  |  |
| What is expected concerning new releases for the next 3 years? |  |  |
| How long does the vendor support old releases? |  |  |
| Product upgrade management | How are new opportunities for system enhancements identified, screened, programmed, field tested and released to users? |  |  |
| Does the vendor use a tracking system to report on the status of upgrades and problems/bugs? |  |  |
| User group | Is there an active organized user group for proposed solution? |  |  |
| Who heads this user group (vendor or client)? |  |  |
| How often does it meet? |  |  |
| How is input from the user group managed by the vendor? |  |  |
| Version management | How does the vendor organize / manage version management of the software releases, also in relation to delivered (customized) modifications, fixes on incidents etc.? Please explain procedures / tooling etc. |  |  |
| Q&A | How has the vendor organized Software testing & Quality Assurance on changes / new releases to be delivered? |  |  |
| Authorizations and access  | Can users and roles be provisioned via an external IAM solution? |  |  |
| Can the solution integrate with Microsoft AD/ADFS solution? Also, with SSO? |  |  |
| Security mitigating functions | Does the system lock out in case of multiple failed logon attempts? |  |  |
| Does the system provide a session time out function? |  |  |

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| **System and Architecture** | **Yes/No/NA** | **Explanation*** Explanation is **mandatory,**
* A **maximum** of **200 words** per explanation is allowed
* S**creenshots** are **allowed**
 |
| System solution proposal | Please provide (as an attachment) a logical and technical view on the solutions components. |  |  |
| Please specify the technical components and versions that are minimum required to run the solution. |  |  |
| Which functionality is part of the base system and which functionality can be added optionally (additional modules, features and/or plug ins) |  |  |
| In case of additional modules, what kind of integration options do you provide to connect these to the solution. |  |  |
| Infrastucture | What kind of virtualization options are supported for the solution (e.g. Docker? Hyper-V) |  |  |
| Data import and export | Does the system support bulk data import into the offered solution? e.g. direct upload or export in formats e.g.  XML, CSV, EXCEL and/or via custom or standard API and web services |  |  |
| Integration with other systems |  |  |  |
| Please specify what technical integration options you offer for the mentioned systems (e.g. proprietary adapter, open standards API). |  |  |
| Accessibility of data | What is the level of accessibility (in terms of Create/Read/Update/Delete) to the stored data (in terms of dynamic and static content) within the solution by other systems? |  |  |
| Which format is used for data exchange (JSON, XML, others)? |  |  |
| Does the solution supply a separate data model to access the solutions data for historical or analytical reporting purposes? |  |  |
| Is an audit trail kept for data exchange between the solution and other systems? |  |  |
| API’s | What API standards and protocols are supported to integrate with the solution? |  |  |
| Please provide the API-catalog with detailed information (input, output, error handling) as attachment? |  |  |
| What security mechanism do you provide to protect these API’s |  |  |
| Can API’s be configured based on custom defined fields in the system without writing custom code? |  |  |
| Influence on roadmap |  |  |  |
| Can the solution provider describe the level of influence FMO has in the feature roadmap of the solution |  |  |
| Front end | Do we need additional client site software to expose the front end to the end user? (E.g. Browser plugins, Java runtime) |  |  |
| Do you support https? |  |  |
| Which authentication measures are taken? |  |  |
| Do you support certificates? |  |  |
| Which browsers (including versions) are supported? |  |  |
| User documentation | Does the vendor deliver a functional user manual for the end-user? |  |  |
| Does the vendor deliver complete technical documentation concerning system administration (set-up and maintenance + configuration, authorisation etc.) |  |  |