

The System provides required functionality described below Answer Yes or no in Vendor Response Column For definition of terms see Section 1.2 and Attachment Z In the event of conflicts in the definition of terms, Section 1.2 shall take precedence		
Ref #	Criteria	Vendor Response (Y/N)
MINREQ - 001	All system functions shall be accessible via a secure and encrypted web browser without requiring any installation on a client workstation.	
MINREQ - 002	The System shall have the capability to manage Incidents, Service Requests, Problems, Assets, Service Level Agreements, Knowledge Base Articles, Service Catalog items, and Change Management Requests. This group of capabilities hereafter called "Required Capabilities."	
MINREQ - 003	The System shall have a self-service Portal to provide the ability for customers to create incidents and service requests.	
MINREC - 004	Customers shall also be able to view their active, pending and closed incidents, service requests and access the Knowledge Base from the self-service Portal.	
MINREQ - 005	The System shall provide the ability to send and receive e-mails and initiate service requests from received emails.	
MINREQ - 006	Screens that manage Required Capabilities and System Administration shall provide the ability to designate required fields and optional fields. The System shall prevent screens with empty required fields from being saved.	
MINREQ - 007	The System shall provide field types for alphanumeric, numeric and date fields. The System shall allow only numeric data in numeric fields and only date data in date fields.	
MINREQ - 008	The System shall support the ability to automatically generate a unique identifier for each user, customer, incident, service request, problem, asset, knowledge article, service catalog item, service level agreement, and change request.	

The System provides required functionality described below Answer Yes or no in Vendor Response Column For definition of terms see Section 1.2 and Attachment Z In the event of conflicts in the definition of terms, Section 1.2 shall take precedence		
Ref #	Criteria	Vendor Response (Y/N)
MINREQ - 09	The System shall support the ability to link problems and incidents to customers, users, assets, Configuration Changes, and knowledge base articles.	
MINREQ - 010	The System shall have a reporting capability that provides standard reports and flexibility to generate ad-hoc reports without CSP assistance.	
MINREQ - 011	The System shall also provide the ability to generate and store reports in a variety of industry standard formats including PDF, XLS and DOCX; the system shall provide the ability to share, email and print reports; the system shall provide the ability to export data in a variety of industry standard formats, including XML and CSV.	
MINREQ - 012	The System shall provide a rules-based workflow capability that enables users to route records for Required Capabilities in parallel or sequentially for User or User Group notification, or action or approval or automated system action.	
MINREQ - 013	The System shall provide a role-based identity management capability that has the ability to grant or restrict access to data at the record level based on user or group role and permissions.	
MINREQ - 014	The System shall provide the ability for users and customers to access the system either by using a standards based single-sign on capability or by using a username and password. Single sign-on using AD for authentication. System must have the capability when AD is not used to utilize and support complex passwords ((3 of the 4 criteria = Upper, lower, number, special character) and minimum of 8 characters).	
MINREQ - 015	The System shall be fully integrated with AD (Active Directory) - including individual and group membership profiles and permissions.	
MINREQ - 016	The System shall be capable of supporting 2 - CMDBs; one CMDB to be used for ITAM (IT Asset Management); one CMDB to support other AOC asset management requirements for Fixed Assets (non-IT assets).	
MINREQ - 017	The Cloud Service Provider shall have an annual audit performed by an independent audit firm of its handling of the Department's critical functions and/or sensitive information, which is identified as storing and communicating critical and sensitive information related to the network and computing infrastructure in the State of Maryland supported by AOC (collectively referred to as the "Information Functions and/or Processes"). Such audits shall be performed in accordance with audit guidance: Reporting on Controls at a Service Organization Relevant to Security, Availability, Processing Integrity, Confidentiality, or Privacy (SOC 2) as published by the American Institute of Certified Public Accountants (AICPA) and as updated	

The System provides required functionality described below Answer Yes or no in Vendor Response Column For definition of terms see Section 1.2 and Attachment Z In the event of conflicts in the definition of terms, Section 1.2 shall take precedence		
Ref #	Criteria	Vendor Response (Y/N)
	from time to time, or according to the most current audit guidance promulgated by the AICPA or similarly-recognized professional organization, as agreed to by the Department, to assess the security of outsourced client functions or data (collectively, the “Guidance”); this report shall include: <ul style="list-style-type: none"> • Security - The system is protected against both physical and logical unauthorized access. • Availability - The system is available for operation and use as committed or agreed. • Processing integrity - System processing is complete, accurate, timely and authorized. • Confidentiality - Information designated as confidential is protected as committed or agreed. Privacy - Personal information is collected, used, retained, disclosed and disposed of in conformity with the commitments in the entity's privacy notice, and with criteria set forth in Generally Accepted Privacy Principles (GAPP) issued by the AICPA and Canadian Institute of Chartered Accountants.	
MINREQ - 018	All System environments shall be within 2 releases of the latest version available from the Cloud Service Provider.	
MINREQ - 019	All Cloud Service Provider source code for the selected ITSM System shall be escrowed and available off site should it become necessary to reconstitute services from their primary and secondary service sites.	
MINREQ - 020	The System shall provide an online training manual which can be updated by the customer and the Cloud Service Provider (or its agent) shall provide train the trainer curriculum and instruction to the customer.	
MINREQ - 021	The System must be cloud based and fully supported by vendor, or the most recent versions of Microsoft SQL Server and Oracle and the Microsoft Windows 2012R2 platform if on premises.	
MINREQ - 022	The System must support and be compatible with IE 9, Chrome, FireFox and Java 6.24 as well as newer versions of browsers and Java.	
MINREQ - 023	The System must be capable of sending messages, reports, status updates and alerts via email and text messaging and configurable by type of notification and user preference.	