Technical Architectural, Compatibility and Supportability Requirements Document (TACS)

Purpose:

The intention of this document is to provide Collier County representatives with acceptable guidelines for making responsible and informed decisions when procuring any IT Asset (hardware, software or services). It is the responsibility of the County Representatives to follow all Purchasing policies and procedures for procurement and to ensure all procurements whether competitive, state contract, GSA contract or current street pricing use this completed document as a measurement in coordination with an IT Department Representative to determine technical compliance for Architectural, Compatibility and Supportability.

It is the responsibility of the vendor to complete all areas of information below. Non response could result in a determination of a product not being compliant. For competitive procurements contact the Collier County Purchasing Department, for all other methods of procurement please continue to contact any current contact(s) you may being using.

General TACS:

All software applications submitted to Collier County Government must adhere to the following requirements. The following tables outline of all the major specifications. Column 2 indicates if the specification is required (R), preferred (P), or optional (O). Column 3 is for Proposers to respond yes (Y), can be met with programming (YP), cannot be met in the proposed system (N), or not applicable (NA). NA must be explained, and further explanation of any item can be given in the comments section.

Responses to these specifications will be used to qualify all technology procurement selections. All required specifications (R), must be met to qualify for selection. Collier County reserves the right to waive this requirement if it is deemed in the best interested of the County or if no vendor can comply with these standards. All deviations from these requirements must be documented and approved by the IT Director.

Specification	R/P/O	(Y) (YP) (N)	Comments
GTS.01. The candidate software application must run fully in the user context and shall not require elevated permissions or administrative permissions on the desktop.	R		
GTS.02. The software application must include online context sensitive help capability.	O		
GTS.03. The candidate software application proposal must include a hardware topology and recommended hardware configurations. o Deliverables: 　▪ Topology Diagram 　▪ Recommended hardware requirements (workstation and server) 　▪ Network bandwidth requirements	R		
GTS.04. All software applications must utilize Microsoft Operating System, current Collier Production Version release with current patches and service packs, on the servers	R		

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Specification	R/P/O	(Y) (YP) (N)	Comments
and/or desktops.			
GTS.05. All web-based candidate software shall utilize Microsoft Internet Explorer. No other browser is supported. Current Collier Production Version is IE V7.	R		
GTS.06. All web-based software must utilize IIS 7 or newer with current patches and service packs.	R		
GTS.07. All software applications must support role-based security.	P		
GTS.08. Incident Support providing 24x7/365 coverage shall be offered. Incident response service levels shall be specified.	R		
GTS.09. All client software applications must support package definition files with silent install without user interaction, using SMS current version. Supported installation packages include: o MSI, Microsoft Windows installer MSI compatible	R		
GTS.10. All software applications must support virtual servers at current revision levels including: o VMWare ESX server o MS Virtual Server	P		
GTS.11. Applications may not use Exchange Event Sinks or Exchange Public Folders.	R		
GTS.12. Vendors with internet modules in the applications must be able to follow the templates, master pages and style sheets provided by Collier County's hosting vendor Vision.	R		
GTS.13. All software application vendors are required to notify Collier County when new releases become available and when current releases are no longer supported.	R		
GTS.14. The vendor must submit any applicable license agreements for any proposed elements including a description of the licensing model, and list prices for all license types and whether or not custom licensing arrangements are available.	R		
GTS.15. The vendor must submit any applicable maintenance agreements for any proposed elements including a description of the maintenance plan, software upgrade policies and exclusions, and list prices for all maintenance agreement types and whether or not custom maintenance agreements are available.	R		
GTS.16. All software must comply with all Federal,	R		

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Specification	R/P/O	(Y) (YP) (N)	Comments
State and Local regulations.			
GTS.17. All vendor access will be done via named account VPN access only. All access must comply with current published County Manager Agency (CMA) policies. Current policies that apply are CMA 5402 and CMA 5403, CMA 5405.	R		
GTS.18. Vendors must comply with the Collier County IT Dept's change management policy when making any changes to supported systems and all changes must be reported to the IT service desk	R		
GTS.19. All software upgrades or changes required by the selected vendor must be made in a Collier County Standard test environment and certified prior to moving into a production environment; currently this is a Microsoft environment.	R		
GTS.20. Software vendors will acknowledge in writing prior to selection, that Collier County Government will own any and all data and the database that data resides on.	R		
GTS.21. All software applications submitted to Collier County Government are required to submit the following documentation if short listed for the final selection process. Documentation must be in electronic format (preferred in MS Word or PDF). Documentation is required to be updated with a new versions or upgrades. Collier County reserves the right to copy documentation for internal use only. The number of copies of all documentation must correspond with the number of bound responses requested during the Request for Proposal (RFP) Process. - Documentation: - End-User training documentation - Administration documentation - Installation documentation - Maintenance documentation - Disaster recovery documentation - Procedures specific to the application - Information Flow Diagram of application upon completion of project	R		

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Specification	R/P/O	(Y) (YP) (N)	Comments
GTS.22. The candidate software application proposal must include a hardware topology and recommended hardware configurations. Deliverables: - Full installation documentation (workstation and server) - Established maintenance routines and procedures must be included with the delivery of the proposed application	R		

Security TACS:

All software applications submitted to Collier County Government are required to adhere to the following security requirements.

Specification	R/P/O	(Y) (YP) (N)	Comments
STS.01. All software applications must use Windows Authentication based upon Active Directory	R		
STS.02. Hard coding account access shall not be permitted.	R		
STS.03. The methods used for encrypting stored passwords must be disclosed. Industry standard encryption methods utilizing at least 256 bit encryption techniques are required. Applications can not store passwords in clear text.	R		
STS.04. Any software which stores personally identifying information (SSN, driver's license numbers, etc.) or any financial information, (credit card numbers, bank routing information, etc.) must fully disclose the methods of protection used, access protection methods, and life cycle handling of this data. Industry standard encryption methods utilizing at least 256 bit encryption techniques are required.	R		
STS.05. All Internet software application must comply with Section 508 requirements.	P		
STS.06. The supplier of any HIPAA related software applications must provide guidance on HIPAA compliant implementation requirements.	R		
STS.07. Any vulnerabilities or exploits discovered by the vendor or others for the proposed application must be reported to Collier County Government immediately with a proposed mitigation strategy.	R		

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Specification	R/P/O	(Y) (YP) (N)	Comments
STS.08. The supplier shall attest in writing that they shall support all Microsoft security patches and updates within fifteen (15) days of release.	R		

Database TACS:

All software applications submitted to Collier County Government are required to adhere to the following database requirements.

Specification	R/P/O	(Y) (YP) (N)	Comments
DBTS.01. Exploit web services, as a provider and a consumer, to facilitate system integration. For example, if an application uses property addresses, then it should exploit the county's address validation web service documented in Appendix A.	P		
DBTS.02. Database must be Microsoft's SQL Server 2005 (64-bit) compliant.	R		
DBTS.03. SA account should not be used. If it is, the solution will allow the County to change the SA password on a periodic basis without limitations.	R		
DBTS.04. Deliverables for Database: - Vendor must provide scripts in order to recreate database schemas, stored procedures and etc. - Database schema with a data dictionary detailing all entities and attributes. - Recommended practices document for support and maintenance of the database.	R		

Development TACS:

All software applications submitted to Collier County Government are required to adhere to the following development requirements.

Specification	R/D/O	(Y) (YP) (N)	Comments
DTS01. Leverage Microsoft's .Net Framework, Office, Outlook and Sharepoint.	P		
DTS02. Leverage ESRI GIS infrastructure. Specifically should exploit ArcGIS Server for enterprise services and ArcSDE for enterprise data storage.	P		

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Training TACS:

All software applications submitted to Collier County Government are required to adhere to the following training requirements.

Specification	R/D/O	(Y) (YP) (N)	Comments
TTS.01. The vendor shall provide training in the area of end-user and technical support staff. All training shall be conducted in Collier County, Florida.	R		
TTS.02. Video training material to be presented "on-demand" must be quoted as part of the acquisition cost.	R		
TTS.03. Training should be scheduled at least forty-five (45) days in advance to ensure training room availability since multiple implementations are occurring. Training materials, curriculum to be covered and identification of which Collier employees should attend should be provided thirty (30) days in advance of scheduled training. In any training courses that require use of data, data should be installed and tested prior to the scheduled training date.	R		
TTS.04. The vendor shall provide training in the operation and maintenance of the system for the County's Information Technology support staff. Training shall cover the fundamental design of the software and the mechanics of the operating program. Training shall be structured such that designated trainees will understand the operation, maintenance, backups, security and the database of the system.	R		

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Appendix A

Address Validation Web Service WSDL for use with Proof of Concept

(updated 9/06/06)

http://gis.colliergov.net/website/geocodingws/getaddress.asmx

```xml
<?xml version="1.0" encoding="utf-8" ?>
- <wsdl:definitions xmlns:soap="http://schemas.xmlsoap.org/wsdl/soap/"
    xmlns:tm="http://microsoft.com/wsdl/mime/textMatching/"
    xmlns:soapenc="http://schemas.xmlsoap.org/soap/encoding/"
    xmlns:mime="http://schemas.xmlsoap.org/wsdl/mime/" xmlns:tns="http://tempuri.org/"
    xmlns:s="http://www.w3.org/2001/XMLSchema"
    xmlns:soap12="http://schemas.xmlsoap.org/wsdl/soap12/"
    xmlns:http="http://schemas.xmlsoap.org/wsdl/http/" targetNamespace="http://tempuri.org/"
    xmlns:wsdl="http://schemas.xmlsoap.org/wsdl/">
- <wsdl:types>
- <s:schema elementFormDefault="qualified" targetNamespace="http://tempuri.org/">
- <s:element name="LocateAddress">
- <s:complexType>
- <s:sequence>
  <s:element minOccurs="0" maxOccurs="1" name="address" type="s:string" />
  <s:element minOccurs="0" maxOccurs="1" name="CityName" type="s:string" />
  <s:element minOccurs="1" maxOccurs="1" name="SOption" type="tns:SearchOption" />
  </s:sequence>
  </s:complexType>
  </s:element>
- <s:simpleType name="SearchOption">
- <s:restriction base="s:string">
  <s:enumeration value="APOnly" />
  <s:enumeration value="AP_Street" />
  <s:enumeration value="AP_Street_MapPoint" />
  </s:restriction>
  </s:simpleType>
- <s:element name="LocateAddressResponse">
- <s:complexType>
- <s:sequence>
  <s:element minOccurs="1" maxOccurs="1" name="LocateAddressResult" type="tns:outputFull" />
  </s:sequence>
  </s:complexType>
  </s:element>
- <s:complexType name="outputFull">
- <s:sequence>
  <s:element minOccurs="1" maxOccurs="1" name="X" type="s:double" />
  <s:element minOccurs="1" maxOccurs="1" name="Y" type="s:double" />
  <s:element minOccurs="0" maxOccurs="1" name="outAddress" type="s:string" />
  <s:element minOccurs="1" maxOccurs="1" name="MatchedBy" type="s:int" />
  <s:element minOccurs="1" maxOccurs="1" name="OBJID" type="s:int" />
  </s:sequence>
  </s:complexType>
```

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```xml
- <s:element name="GetMATID">
- <s:complexType>
- <s:sequence>
  <s:element minOccurs="0" maxOccurs="1" name="address" type="s:string" />
  <s:element minOccurs="0" maxOccurs="1" name="CityName" type="s:string" />
    </s:sequence>
    </s:complexType>
    </s:element>
- <s:element name="GetMATIDResponse">
- <s:complexType>
- <s:sequence>
  <s:element minOccurs="1" maxOccurs="1" name="GetMATIDResult" type="s:int" />
    </s:sequence>
    </s:complexType>
    </s:element>
- <s:element name="AddMissingAddress">
- <s:complexType>
- <s:sequence>
  <s:element minOccurs="0" maxOccurs="1" name="address" type="s:string" />
  <s:element minOccurs="0" maxOccurs="1" name="CityName" type="s:string" />
  <s:element minOccurs="1" maxOccurs="1" name="zipcode" type="s:int" />
  <s:element minOccurs="1" maxOccurs="1" name="applicationID" type="s:int" />
    </s:sequence>
    </s:complexType>
    </s:element>
- <s:element name="AddMissingAddressResponse">
- <s:complexType>
- <s:sequence>
  <s:element minOccurs="1" maxOccurs="1" name="AddMissingAddressResult" type="s:int" />
    </s:sequence>
    </s:complexType>
    </s:element>
    </s:schema>
    </wsdl:types>
- <wsdl:message name="LocateAddressSoapIn">
  <wsdl:part name="parameters" element="tns:LocateAddress" />
    </wsdl:message>
- <wsdl:message name="LocateAddressSoapOut">
  <wsdl:part name="parameters" element="tns:LocateAddressResponse" />
    </wsdl:message>
- <wsdl:message name="GetMATIDSoapIn">
  <wsdl:part name="parameters" element="tns:GetMATID" />
    </wsdl:message>
- <wsdl:message name="GetMATIDSoapOut">
  <wsdl:part name="parameters" element="tns:GetMATIDResponse" />
    </wsdl:message>
- <wsdl:message name="AddMissingAddressSoapIn">
  <wsdl:part name="parameters" element="tns:AddMissingAddress" />
    </wsdl:message>
- <wsdl:message name="AddMissingAddressSoapOut">
```

```
    <wsdl:part name="parameters" element="tns:AddMissingAddressResponse" />
      </wsdl:message>
-  <wsdl:portType name="GetAddressSoap">
-  <wsdl:operation name="LocateAddress">
    <wsdl:input message="tns:LocateAddressSoapIn" />
    <wsdl:output message="tns:LocateAddressSoapOut" />
      </wsdl:operation>
-  <wsdl:operation name="GetMATID">
    <wsdl:input message="tns:GetMATIDSoapIn" />
    <wsdl:output message="tns:GetMATIDSoapOut" />
      </wsdl:operation>
-  <wsdl:operation name="AddMissingAddress">
    <wsdl:input message="tns:AddMissingAddressSoapIn" />
    <wsdl:output message="tns:AddMissingAddressSoapOut" />
      </wsdl:operation>
      </wsdl:portType>
-  <wsdl:binding name="GetAddressSoap" type="tns:GetAddressSoap">
    <soap:binding transport="http://schemas.xmlsoap.org/soap/http" />
-  <wsdl:operation name="LocateAddress">
    <soap:operation soapAction="http://tempuri.org/LocateAddress" style="document" />
-  <wsdl:input>
    <soap:body use="literal" />
      </wsdl:input>
-  <wsdl:output>
    <soap:body use="literal" />
      </wsdl:output>
      </wsdl:operation>
-  <wsdl:operation name="GetMATID">
    <soap:operation soapAction="http://tempuri.org/GetMATID" style="document" />
-  <wsdl:input>
    <soap:body use="literal" />
      </wsdl:input>
-  <wsdl:output>
    <soap:body use="literal" />
      </wsdl:output>
      </wsdl:operation>
-  <wsdl:operation name="AddMissingAddress">
    <soap:operation soapAction="http://tempuri.org/AddMissingAddress" style="document" />
-  <wsdl:input>
    <soap:body use="literal" />
      </wsdl:input>
-  <wsdl:output>
    <soap:body use="literal" />
      </wsdl:output>
      </wsdl:operation>
      </wsdl:binding>
-  <wsdl:binding name="GetAddressSoap12" type="tns:GetAddressSoap">
    <soap12:binding transport="http://schemas.xmlsoap.org/soap/http" />
-  <wsdl:operation name="LocateAddress">
    <soap12:operation soapAction="http://tempuri.org/LocateAddress" style="document" />
```

```
- <wsdl:input>
  <soap12:body use="literal" />
    </wsdl:input>
- <wsdl:output>
  <soap12:body use="literal" />
    </wsdl:output>
    </wsdl:operation>
- <wsdl:operation name="GetMATID">
  <soap12:operation soapAction="http://tempuri.org/GetMATID" style="document" />
- <wsdl:input>
  <soap12:body use="literal" />
    </wsdl:input>
- <wsdl:output>
  <soap12:body use="literal" />
    </wsdl:output>
    </wsdl:operation>
- <wsdl:operation name="AddMissingAddress">
  <soap12:operation soapAction="http://tempuri.org/AddMissingAddress" style="document" />
- <wsdl:input>
  <soap12:body use="literal" />
    </wsdl:input>
- <wsdl:output>
  <soap12:body use="literal" />
    </wsdl:output>
    </wsdl:operation>
    </wsdl:binding>
- <wsdl:service name="GetAddress">
- <wsdl:port name="GetAddressSoap" binding="tns:GetAddressSoap">
  <soap:address location="http://gis.colliergov.net/website/geocodingws/getaddress.asmx" />
    </wsdl:port>
- <wsdl:port name="GetAddressSoap12" binding="tns:GetAddressSoap12">
  <soap12:address location="http://gis.colliergov.net/website/geocodingws/getaddress.asmx" />
    </wsdl:port>
    </wsdl:service>
    </wsdl:definitions>
```