NOTE: Please fill in details about how your DAM solution will provide the following features/functionalities/services. Please reply directly underneath each item below for ease of the evaluation process.

*Media management and organization*

1. What file types will your DAM tool support?
2. How does your tool allow for file uploading, downloading, batch uploading, and file sharing?
3. Describe how your DAM product allows users to organize assets within the tool.
4. Describe how DAM users can share assets with different users within the tool.
5. How does your tool manage video uploads? Does it retain video quality and resolution? What video file formats does it account for? Can videos be shared and embedded from your tool to a website?
6. How does your tool allow for media editing to create different versions of media assets? Describe how your tool maintains the integrity of the original file (i.e., quality, color, resolution).
7. Describe your solution’s capabilities to convert file types.
8. How does your tool compress file sizes for optimized use on web platforms?
9. Describe how media stored in your tool can be accessed via API from websites.
10. How does your tool archive or otherwise treat old files?
11. Describe how your tool allows users to search for specific assets within the database.
12. How does your tool account for duplicate files?
13. Can media stored be shared on social media platforms such as Facebook, and YouTube?

*Access & permissions*

1. The tool must be accessible to anyone with access via the internet. How do users log in and access the media stored in your tool?
2. Does your tool allow users to access the system via different mobile devices and their operating systems? Is it mobile-user friendly? Is there an app to access your tool?
3. The tool must have different levels of permissions for different users within the JCC. How will your solution provide different levels of access to users and what are the differences between those access levels?
4. How does your tool allow for the management of user types?
5. How does your tool allow for permission-based access to specific media or assets within the tool?

*Performance and usage tracking*

1. The tool must have data reporting structures on media usage, location, and end-user engagement. How does your tool provide data about the media, and what kind of data is represented in your tool?
2. Does your tool allow for custom automated reports or dashboards? If so, how are users able to create these?
3. Please describe how users can receive custom notifications when specified media is downloaded, edited, or used on a web asset.
4. How does your tool provide trend information about the use of media and about the quantity and type of media uploaded to the tool?

*Solution onboarding & integration*

1. Describe a traditional onboarding process, timeline, and the support your team provides to train in-house staff on using the tool and the support your team provides to ensure all assets are correctly uploaded to the tool.
2. Please provide details about your implementation process and the necessary resources that we would have to provide to assist with implementing your solution.
3. Describe the training program content provided during implementation, the method of delivery, and materials. How much on-site training is provided? How much remote training is provided? Please describe any costs associated with this training in **Exhibit B,** Cost Response.
4. Describe how you would migrate the data from our current system(s) to yours.
5. What technology systems and platforms can your DAM solution integrate with? (Examples include WordPress and Drupal).
6. Describe how your solution integrates tracking technologies and web platforms such as Google Analytics, Google Optimize, and the Drupal platform.
7. We have several digital media assets stored for various units. Please describe your project management strategy to consolidate these assets and move them into the proposed DAM.

*Hosting*

1. How does your tool leverage the cloud and/or local components?
2. What server houses your solution?
3. How long has your solution been in the cloud?
4. Are there any elements of your tool that are not cloud-based?

*Reliability*

1. How are violations of service availability recorded?
2. Describe how your solution is fully fault-tolerant without a single point of failure.
3. Describe any redundancy features.
4. Your solution must have a high degree of availability and response time. Describe how you meet this requirement and provide data demonstrating your solution’s past performance.
5. Describe your guaranteed turnaround time for resolving critical issues that result in system downtime.
6. How does your solution monitor and report on system reliability and performance?
7. How are downtime and service breaches recorded?
8. How are fixes and reported issues prioritized?

*Scalability and Performance*

1. Describe how scalable your solution is in terms of potentially adding users in the future. Please describe functions and features that allow such scalability without decreasing performance.
2. How does your solution manage capacity at an infrastructure level?
3. How does your solution accommodate increases in users and collections?
4. How is performance monitored?
5. How does your solution manage peaks and spikes in workload over varying periods of time, including seconds, minutes and hours?
6. How does your solution enable simultaneous batch operations across multiple institutions? Are there any restrictions on simultaneous batch operations?
7. Describe the expected performance for batch load processes including factors affecting processing time and performance. What factors affect processing time? Can batch loads be scheduled?
8. Are there governance thresholds or restrictions for the import and export of data?

*Backup and Recovery*

1. Are backups encrypted, and who can access them?
2. Is periodic testing of backup integrity performed? Describe the timetable for such testing.
3. How and where are backups stored? Please be specific about medium and parties involved.
4. Describe your solution’s mechanisms for recovery.
5. What processes are in place for disaster management?
6. What is the expected time frame for a restore to occur?

*Support and Maintenance*

1. What kind of uptime do you typically deliver (also define any terms within your answer as appropriate)? Do you provide 24x7x365 support on a global scale? Please identify your service level agreements and include these here as part of your **Exhibit C Scope of Work**response**.**
2. What are the biggest risks to the solution, in terms of availability (e.g., power outages, network outages, data corruption, software bugs, reliance on external partners), and how are these risks mitigated? Provide any examples you can of large outages that have occurred, how long they lasted, and how you resolved them.
3. Describe the parameters of your “typical” Service Level Agreement (SLA). How well does your solution meet those targets?
4. What support options are available for your solution after go-live?
5. What is your guaranteed response time for responding to emergency and non-emergency requests?
6. Where are your support staff located and during what hours are your support team available? What provisions do you have in place for after-hours support?
7. How do you facilitate and encourage support through user groups or communities of practice? What role, if any, does a user group/community of practice have in identifying and prioritizing enhancements?
8. What are the expectations, qualifications, and time commitments of someone managing your solution? Is a local staff member required to be in charge of managing this platform internally?

*Security and Privacy*

1. Describe the security protections that your tool has in place (encryption, network segmentation, etc.).
2. Do you perform regular third-party penetration testing of your solution (note: this is NOT the same as vulnerability scanning)?
3. Describe how your solution supports data transit security.
4. What encryption options are in place? Describe the different levels of encryption.
5. Describe your network, system, and web application vulnerability management process. Please share any results of third-party assessments/scans.
6. Will institutions be allowed to perform penetration testing and vulnerability assessment ideally against a staging environment that represents production?
7. Describe security controls that enforce separation of duties.
8. Describe security controls in place for endpoint protection on systems used by your developers, system administrators, and others supporting your solution.
9. Describe how those supporting your solution authenticate to it and how such access is monitored and logged.
10. Describe your ability to prevent, detect, and respond to intrusions, including processes in place to do so.
11. Do your solutions support multi-factor authentication?

*Value-Added Services*

Describe any unique resources, skills, or services which the firm possesses, and which are not addressed as part of this RFP that would be available as part of an agreement with the successful proposer. Please demonstrate any advantages that the Judicial Council would realize as a result of these value-added resources (ex., providing content).