

| Question | Answer |
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| The RFP document states uptime must be 99.9%. We can only contractually commit to 99.5% but have an internal goal of 99.9%. Please confirm if this is acceptable. | It is acceptable to have a 99.5% uptime and we have amended the RFP to reflect this change. Please see page 6 of the RFP. |
| Would you be open to granting a one- to two-week extension to accommodate this timeline to ensure a thorough response? | We are extending the deadline to 1/27/2026. |
| <p>What types of audits are being performed on the external entities?</p> <p>Ref:</p> <p>"The Office of Audit Services (OAS) conducts internal audits and audits of external educational entities such as school districts, BOCES, not-for-profit organizations, and others located throughout the State that are regulated by or receive funds administered by the Department."</p> | The types of audits performed are financial audits, compliance audits, operational audits and investigative audits. |
| What is the criteria for evaluating a solution that is not FEDRAMP Certified? | We will evaluate the Cloud Security Certifications and Compliance standards that you have in place to understand your commitment to security governance. We will evaluate security controls such as identity management, access management, data integrity and encryption, network protections, risk management practices, and incident response procedures. We will evaluate your approach to system availability, upgrades, patches, and backups. We will evaluate how you continuously test and monitor security. |
| Will the team be performing external financial audits? If so, will trial balance automation be needed? | Yes, OAS will be performing financial audits of external entities, and trial balance automation is needed. |