

Infrastructure and Scalability

Describe how your product handles Infrastructure and Scalability.

The following items are considered required specifications. These items should be native to the system reflected in your response to the RFP at Cost Item P.1.1. Please indicate the procedure and ability of the platform to:

- Platform provided in the RFP response is an existing, commercially-available solution (as of the date of the response submission) and currently in use at an enterprise level at multiple R1 higher educational institutions.
- Supplier provides an SLA which includes financial compensation in the event the platform fails to meet its performance commitments, including, at a minimum, concurrent users supported and uptime.
- Support pricing for an enterprise/site licensing.
- Be a hosted solution provided via a SaaS environment.
- Provide migration consulting services that will assist with migration of content from Sakai v2.8.
- Provides a Test/Dev and Prod environments.
- Restore content at course level or smaller from any point in time in the last 30 days.
- Provides an SLA which documents the backup policy and procedures, including, at a minimum, rolling 30 day backups with daily incremental backups.
- Provides a comprehensive redundancy plan. If redundancy is built into the system, describe any existing single points of failure.
- Solution is scalable at every tier (network, storage, web server, app server and database, at a minimum).
- Supplier provides a solution that is redundant across multiple geographic locations to ensure business continuity in the case of a data center outage.

The following items are considered preferred specifications. For each of the following items, describe whether each feature/requirement:

- **Is native to the system reflected in your response to the RFP at Cost Item P.1.1,**
- **Requires additional licenses as reflected in your response to the RFP at Cost Item P.1.3.**

Please indicate the procedure and ability of the platform to:

- Provides built-in migration features that will assist with migration of content from Sakai v2.8.

- Provide base platform code that is freely distributed under a GNU, ECL, or equivalent open source license (as approved by Georgia Tech in advance of RFP close date).
- Supplier should share documentation of existing backup policy and procedures that includes, at a minimum, rolling 30 day backups with daily incremental backups.
- Supplier should share documentation of comprehensive redundancy plan.
- Supplier should share documentation of disaster recovery plan.
- Supplier employs a quality assurance methodology to ensure high performance. If so, please describe methods of quality assurance.