



Bentley Vendor Security Information Checklist

General Vendor Questions		
	Question	Vendor Response
A1	Company Name / Headquarter Address	
A2	Representative: Name/Title/Contact Information	
A3	Name of product	
A4	Number of years in business?	
A5	Number of employees?	
A6	Privately or publicly held?	
A7	Headquarters location?	
A8	Annual revenue?	
A9	Number of professionals employed in: <ul style="list-style-type: none"> • Software development • Product/technical support • Professional services 	
A10	How many higher education customers are actively using your software or service?	

A11	How many customers in all industries are actively using your software or service?	
A12	Describe relevant acquisitions and mergers in the last five years?	

Product Support		
	Question	Vendor Response
B1	Do you provide implementation and installation support or do authorized vendors provide the support?	
B2	Does your company provide a dedicated customer service liaison who would be assigned to Bentley?	
B3	Provide a brief description of your support program along with details on hours of operation, procedures, response time, etc.	
B4	How many FTEs are required on the customer side to support the system once it is installed?	
B5	How many vendor resources are dedicated to the support of this software?	
B6	Frequency of minor and major upgrades/fixes?	
B7	How long does it typically take to setup and configure your software or service?	

Training and Documentation		
	Question	Vendor Response
C1	Describe your standard or recommended training approach for new customers.	
C2	How many hours of training does a typical customer require?	
C3	What kind of documentation or quick reference guides do you supply for your software or service?	
C4	Describe how your documentation is updated for each new release.	

Security - Software		
	Question	Vendor Response
	Software Related	
D-A1	Is there a standard security review at each phase of the software development cycle?	
D-A2	What security testing methods are used during and after the implementation process?	
D-A3	Are you aware of any outside attacks to customers using this software and if so what steps were used to mediate as well as to protect from further attacks?	
D-A4	Are there any automated tools used to test for security flaws and vulnerabilities within the software?	
D-A5	What percentage goes into the software development and testing that is focused toward security?	
D-A6	Does the company monitor the latest attack trends and how those trends may affect your software?	
D-A7	Do you disclose all vulnerabilities found to your customers?	
D-A8	What methods do you use to inform customers of discovered vulnerabilities or threats within the software?	
D-A9	Please list the name and version of third party products (open source or otherwise) used in your software.	

D-A10	Are there any firewall rules needed for the customer to apply on their end for the software to function as designed?	
D-A11	How often are patches applied to applications and or Operating Systems?	

Security - Data		
	Question	Vendor Response
	Data Related	
D-B1	Do you have a documented process for how system, application and data backups are performed? Backup types (full, incremental, differential; continuous, daily, weekly, etc.).	
D-B2	Is there a routine practice to validate backups, if so how often?	
D-B3	Are the backups kept onsite, if off-site are they stored within the US borders?	
D-B4	Is any sensitive data such as PII which pertains to the customer disposed once no longer needed?	
D-B5	What logs are kept and what is the retention policy?	
D-B6	How is the data at rest being stored?	
D-B7	After agreement to end contractual relationships with the customer what is done with the backups and the data at rest?	

Security – Infrastructure & Staff		
	Question	Vendor Response
	Infrastructure and Staff Related	
D-C1	Can you provide your customers a copy of a SSAE-16 and or SOC1 or SOC2 report?	
D-C2	Do you periodically perform any pen testing if so how often?	
D-C3	How many outages or failures have you experienced with the past 12 months?	
D-C4	How long did it take to recover from that outage?	
D-C5	Do you follow any standards with the environment architecture of the facility where this data will reside?	
D-C6	Does your company have a dedicated security team, if so how many people are assigned to this team?	
D-C7	Any identity / security background checks been given to employees who have been assigned to handle personal customer data?	
D-C8	Are there any processes in place for users entering an environment where customer's critical data may live, such as custodial, maintenance workers?	
D-C9	How often are the passwords changed for your administrative staff which is responsible for customer application and data?	
D-C10	Have you ever been breached?	

D-C11	Is there an incident response plan in place? If so, how often is it tested?	
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Integration		
	Question	Vendor Response
E1	Does your software or service integrate with ADFS? How many customers have you integrated?	
E2	Does your software or service connect through HTTP, HTTPS, SOAP, REST?	
E3	Does your software leverage the following Data file types: Structured Unstructured, flat file, spreadsheets, CSV, JSON, and XML?	
E4	How does your software integrate with other SaaS applications? Do you have any specific connectors for Salesforce, Workday, or Informatica?	
E5	Does your software or service handle batch or scheduled requests?	
E6	Does your software or service handle real-time or incremental requests?	
E7	Does your software or service include a reporting tool? Do other customers ever require reporting that is outside the capabilities of the included reporting tool?	
E8	Are any auditing features available to track changes made to data by individual users or system updates?	

Hosting		
	Question	Vendor Response
F1	Identify the type of SaaS model to be implemented: SaaS single tenant, SaaS multi-tenant, IaaS, PaaS, etc.	
F2	Is the software or service configurable? What technology/skill level is required to accomplish configuration or customization?	
F3	Are patches, fixes, and upgrades vendor managed?	
F4	Does the vendor provide a development and test environment for testing new features and upgrades? On what schedule are updates made to development and test prior to production?	
F5	How much (and on what schedule) is the system down for patches and upgrades?	
F6	In the last two years, how much unanticipated downtime have users of this service experienced?	
F7	Are there any limits or constraints imposed by the vendor on the software for performance reasons?	
F8	Do you provide any backup or restore solutions for customers?	
F9	Describe how the university can extract a snapshot of data in the event we terminate the service contract.	

F10	List any suppliers that provide infrastructure or other services that support your software or service.	
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Cost Breakdown		
	Question	Vendor Response
	One time costs	
G1	Software licensing	
G2	Maintenance/subscription fees - year one	
	Implementation fees	
G3	Data conversion	
G4	ADFS/Single Sign on integration	
G5	Data integrations	
G6	Technical and end-user training	
G7	Other?	
	Ongoing fees	
G8	Subscription	
G9	Data/file storage	
G10	All other fees	