



Finance and Administrative Services Department

**ENTERPRISE TECHNOLOGY SERVICES**

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**MEMORANDUM**

**DATE:** September 26, 2022

**TO:** Michael Mullen, Purchasing Agent  
Purchasing Division

**FROM:** ETS Security and Compliance

**SUBJECT:** Request for Proposals (RFP) No. GEN2124409P1 - Voluntary Emergency Loan Program – Vendor Security Questionnaire Review

This memorandum provides a summary of the review of the Vendor Security Questionnaires (VSQs) for each of the respondents of the above referenced solicitation. The VSQ's purpose is to assess each respondent's security policies and/or system protocols and to identify any security vulnerabilities. Each responder was required to complete and submit the VSQ as deemed applicable to their solution.

This review is intended to disclose to the Evaluation Committee whether the respondent submitted the VSQ as specified in the solicitation and to make the committee members aware of any apparent security issues. This review is not intended to express an opinion on the respondent's responses.

There were three (3) respondents to the solicitation. Two (2) respondents submitted the VSQ and staff reviewed same. One (1) respondent, Employee Loan Solutions LLC, did not submit a VSQ. The following comments are brought to the attention of the Evaluation Committee:

| <u><b>Vendor Name</b></u> | <u><b>Provided/<br/>Not Provided</b></u> | <u><b>Comments</b></u>                                                                                                                                                                                                                                                                                                                                                                                        |
|---------------------------|------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| BMG Money, Inc.           | Provided                                 | <b><u>Section 1: Software-as-a-Service (SaaS)/Hosting/Application Development/Managed and Professional Services</u></b><br><br><b>Question 9:</b> Does your organization have a current Service Organization Controls (SOC) [System and Organization Controls] 2 Type II report, inclusive of all five Trust Service Principles (Security, Availability, Processing Integrity, Confidentiality, and Privacy)? |

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|                 |          | <p>(Note: For any SaaS or hosted application, the SOC report should be for the organization or application specifically, not the datacenter only.)</p> <p><b>Vendor Response:</b> No. We are in the process of being audited (by Laika) for such purpose. Our application is hosted in Google Cloud Services, which is SOC II certified.</p> <p><b>ETS Response:</b> ETS established standard for SAAS/Hosted solutions and Managed or Professional Services Providers that process, store, or transmit Confidential Data requires a SOC 2, Type II report inclusive of all 5 trust service principles for the application or organization.</p>                                                                                                                                                                                                                                                                   |
| CreditWorks LLC | Provided | <p><b><u>Section 1: Software-as-a-Service (SaaS)/Hosting/Application Development/Managed and Professional Services</u></b></p> <p><b>Question 9:</b> Does your organization have a current Service Organization Controls (SOC) [System and Organization Controls] 2 Type II report, inclusive of all five Trust Service Principles (Security, Availability, Processing Integrity, Confidentiality, and Privacy)?</p> <p>(Note: For any SaaS or hosted application, the SOC report should be for the organization or application specifically, not the datacenter only.)</p> <p><b>Vendor Response:</b> No.</p> <p><b>ETS Response:</b> ETS established standard for SAAS/Hosted solutions and Managed or Professional Services Providers that process, store, or transmit Confidential Data requires a SOC 2, Type II report inclusive of all 5 trust service principles for the application or organization.</p> |

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|                             |              | <p><b>Question 112:</b> Does your organization periodically test your backup/restoration plan by restoring from backup media?</p> <p><b>Vendor Response:</b> No.</p> <p><b>ETS Response:</b> ETS established standard is to periodically test backup/restoration plan by restoring from backup media.</p> |
| Employee Loan Solutions LLC | Not Provided | <p><b><i>On 9/7/2022, County requested completed VSQ. No response received at this time.</i></b></p>                                                                                                                                                                                                      |

Note: A System and Organization Controls 2 (SOC 2) Type II report provides assurance that an independent, third party has attested to the implementation of proper security controls. The SOC 2 Type II report provides validation for the following Trust Service Principles (TSP) determined applicable to this agreement: Confidentiality, Security, Availability, Processing Integrity and Privacy. The County's standard for Software-as-a-Service agreements is a SOC 2 Type II report for the Vendor's application.