State of Tennessee
Sourcing Event 31701-10955
Specifications
Apigee Solutions and Maintenance

1.0 Scope/Purpose
The purpose of this document is to establish an Agency Term Contract for Strategic Technology Solutions ("STS") as a vehicle to purchase Apigee solutions and maintenance.

2.0 Definitions. For purposes of this Contract, definitions shall be as follows and as set forth in the Contact.

Application Program Interface ("API"). The term "API" shall refer to a set of routines, protocols, and tools for building software applications.

API Versioning. The term “API Versioning” shall mean the ability to update API’s to a newer version with modified functionality while keeping the previous versions.

Authorized Resellers. The term “Authorized Reseller” shall refer to any business partner that has entered into a contractual relationship with Apigee to sell solutions manufactured by Apigee.

Cloud. The term “Cloud” shall refer to accessing computer, information technology, and software applications through a network connection, often by accessing data centers using wide area networking or internet connectivity. Hosting shall be provided by or made available by the Contractor.

Contractor. Shall mean a person or legal entity with the legal capacity to enter into contracts and sue and be sued who provides goods or services to the State through a contract or a purchase order.

Developer Portal. The term “Developer Portal” shall refer to the Contractors web site for API Developers with built-in application registration, support for automatic or manual API key approval, and an API management layer.

End Points. The term “End Points” shall refer to a Uniform Resource Locator which is used to specify addresses on the World Wide Web and that provides access to an API.

Health Insurance Portability and Accountability Act “HIPAA”. The term “HIPAA” shall refer to the United States legislation that provides data privacy and security provisions for safeguarding medical information.

Internet Protocol Address “IPs”. The term “IPs” shall refer to a tool for hosting or network interface identification and location addressing.

Management Console. The term “Management Console” shall mean a website that provides management functions for one or more APIs.

Manufacturer. The term “Manufacturer” shall refer to a company that produces goods.

Payment Card Industry “PCI”. The term “PCI” shall refer to Payment Card Industry Federal regulations for payment card processing.

Payment Card Industry “PCI” Compliance Pack (1 Region). The term “PCI Compliance Pack (1 Region)” shall refer to PCI security compliance which ensures the environment meets PCI security standards for payment card processing.
Payment Card Industry “PCI” Compliant. The term “PCI Compliant” shall refer to the compliance with the Payment Card Industry Federal Regulation for securely processing payment cards.

Single Sign-on (“SSO”). The term “SSO” shall mean sign on access control of multiple related, yet independent, software systems.

State. The term “State” shall refer to the State of Tennessee, including its departments, agencies, and entities that fall under its purview.

Strategic Technology Solutions (“STS”). The term "STS" shall refer to a division within the State of Tennessee’s Department of Finance and Administration. STS provides technical direction, services, and infrastructure to the State agencies.

Support Engineer. The term “Support Engineer” shall refer to an individual employed by Apigee who will address STS’s questions and concerns.

Technical Assistance. The term “Technical Assistance” shall refer to a set of services provided by the Contractor to the State for resolution of a problem with a product or service.

3.0 Apigee Authorized Resellers General Requirements

3.1 Awarded Contractor must be an authorized Apigee reseller with the following resale rights:

   a. PCI Compliance Pack (1 Region) - PCI Compliant API and Apigee’s application infrastructure

4.0 Software and License Key Setup and Delivery Requirements

4.1 Software and license key setup and delivery shall be within five (5) business days of purchase order being issued.

5.0 API Solution Requirements

5.1 The API solution shall be one hundred percent (100%) Cloud based.

5.2 The API solution shall be able to restrict traffic from the API gateway to the Edge or use static IPs for verification.

5.3 The API solution shall provide API Versioning.

5.4 The API solution must allow two (2) sites for things such as but not limited to disaster recovery and high availability to allow for business continuity.

5.5 The API solution must allow a minimum of five (5) End Points.

5.6 The API gateway API's must be secured via the State’s SSO.

5.7 The API Management Console must be secured via the State’s SSO.

5.8 The Developer Portal must be secure via the State’s SSO.

5.9 The API solution must restrict usage geographically, only accepting usage from within the United States.

5.10 The API solution must have a production and non-production environment.
5.11 The API solution must be PCI Compliant with federal regulations for how personal, financial and medical data is secured.

5.12 The API solution must be, HIPAA compliant.

### 6.0 Support Services Requirements

6.1 The Contractor shall provide or make available to STS staff, throughout the Contract Term as defined in Section 1.42 of the Terms and Conditions, current technical product information about, and ongoing technical support for, solutions purchased under this contract. This ongoing technical assistance and support shall be made available from the Manufacturer and shall address STS’s needs in the following areas including:

   a. Operation, troubleshooting, problem resolution, security, and upgrade issues.
   
   b. The integration, interfacing, compatibility, and performance of software.

6.2 Contractor shall provide or make available to STS Technical Assistance and support throughout the Contract term. The service shall be available at least 99.99% of the time on a 24x7x365 basis except during Force Majeure Events as defined in Section 1.82 of the Terms and Conditions or scheduled, announced down time.

6.3 Technical Assistance and support response time shall not exceed one (1) hour.

6.4 Manufacturer Support Engineers shall be made available through Apigee’s online support portal. In the event the issue needs to be escalated a Support Engineer shall be made available over the phone. Response time shall not exceed one (1) hour.

### 7.0 Annual Maintenance

7.1 The Contractor shall provide or make available to STS staff annual maintenance to holders of software licenses that have paid the annual maintenance fee.

7.2 Annual maintenance shall include the following services and support, provided in manner described below:

   a. Technical advice on software, which shall be available to annual maintenance subscribers

   b. The service shall be available at least 99.99% of the time on a 24x7x365 basis except during force majeure events which are outside the Contractor’s or Manufacturer’s span of control or scheduled and announced down time.

   c. The Contractor shall provide or make available to STS Technical Assistance and support with response time that shall not exceed one (1) hour.

   d. The support shall include: operation, troubleshooting, problem resolution, security, and upgrade issues.

   e. The Contractor shall provide updates and patches to annual maintenance subscribers as soon they become available without an additional cost.

### 8.0 Security Requirements
8.1 The Contractor agrees to maintain the software to ensure that security vulnerabilities are addressed with patches or new versions of the software. Critical/High vulnerabilities must be addressed within thirty (30) days of notification of patch availability.

9.0 Travel

9.1 The State will not compensate the Contractor for travel time, travel expenses, meals, or lodging.