The following checklist is designed to assist ALA units, including ALA Divisions, in their negotiation and review of outsource arrangements. [See Appendix A for sample contract.]

Due Diligence and Contract Management

[ ] Does the proposed outsource company have the financial and/or organizational stability, experience and competence to implement and support the service over the proposed life of the contract?

[ ] Will be contractor be employing sub-contractors to complete the project or provide the contracted service?

[ ] Are there provisions in place for disaster recovery or continuity in the event of business failure?

[ ] What are the procedures that will be used to monitor the outsource project?

[ ] Is there a provision and a procedure for resolution of disputes?

[ ] Is there a provision for termination of the agreement by ALA?

[ ] Is there a service level agreement to guarantee performance?

Confidentiality and Security

[ ] Is compliance with current regulations related to personally identifiable information and PCI DSS clearly agreed to and documented?

[ ] Does the contract cover actions in case of a security breach – e.g, notification, liability.

[ ] Does the web site use HTTPS security on all pages?

Accessibility

[ ] Does the contract clearly require the contractor to meet Level 2 W3C WAI requirements?

ALA ITTS requests that Requests for Proposal for resources to be accessed on or through ala.org include the following language: ALA web resources must comply with Web Content Accessibility Guidelines (WCAG 2.0) at the AA level. If you are not familiar with this standard, please read "Understanding the Guidelines: A Quick Reference Guide" and information on recommended techniques from the W3C Working Group at https://www.w3.org/WAI/guid-tech.html. If your service does not meet this standard and you are not willing to work immediately toward compliance, you should not respond to this RFP.

[ ] Is satisfactory completion of accessibility testing required? If there is only partial satisfaction, what is the process for continued improvement? Are accessibility improvements clearly at the vendor's expense?

Single Sign-On

[ ] Has the vendor implemented ALA's current single sign-on solution (as of 07/14/2017: Shibboleth)? If not, is there a clear commitment to do so at the vendor's expense?

iMIS Integration

[ ] Does the vendor have prior experience with iMIS integration?

[ ] Will activity be written back to iMIS live – or is a subsequent upload required?

Financial Controls

[ ] If the contractor collects revenues, how and where are those revenues be collected?

[ ] How and when will the revenues be received by ALA?

[ ] What documentation will be provided to assist ALA Finance in reconciliation?

[ ] Does the proposed outsource company have sufficient financial means/insurance to reimburse ALA should ALA endure financial hardship due to the outsource company actions or inactions?

Administration

[ ] Has the draft contract been reviewed by ALA ITTS?

[ ] If ALA members and customers may seek answers to questions (e.g., about a conference or webinar), has the unit proposing to contract the service provided ALA Member and Customer Service with the necessary information, including a contact in the unit?