

Questions and Answers

Education Insight Warehouse - 9/17/2019 7:18:00 AM

Number: 2020-04

Questions and Answers:

Q: Existing Data Warehouse

Posted On: 9/25/2019 6:24:03 PM

Section number: Appendix B
Paragraph number: 1.1
Page number: 68

Text of passage being questioned:

"The Delaware Department of Education (DDOE) is seeking proposals from qualified vendors (Vendor) to supply services to support the state's Education Insight Warehouse. The Education Insight Warehouse is the foundation of current and future DDOE data systems."

Question:

Is the goal of this RFP to enhance and augment the existing data warehouse? Or is it to build a new data warehouse to meet the stated data requirements as outlined in the RFP? Or is the goal to purchase only an identity management solution and apply it to the existing warehouse?

A: The goal of this RFP is for a Support Service Contract to support the Delaware Department of Education in enhancements and maintenance of the existing data warehouse. The Delaware Department of Education is not looking to build a new data warehouse. The Delaware Department of Education is not looking to purchase an identity management and is not looking to tie an Identity Management Solution to the existing Warehouse.

Answered On: 10/9/2019 2:42:20 PM

Q: Ed-Fi Aligned Warehouse

Posted On: 9/25/2019 6:24:30 PM

Section number: Appendix B
Paragraph number: 2.1
Page number: 68

Text of passage being questioned: "Delaware has moved to become and Ed-Fi compliant state."

Question:

Is the State's existing data warehouse Ed-Fi aligned?

A: The Delaware Department of Education is currently aligning the existing Data Warehouse to receive data from the Ed-Fi ODS (version 3.1). ETLs have been written to import data into the Data Warehouse from the Ed-Fi ODS, and the expansion of these ETLs will be one of the services the selected vendor will be requested to provide.

Answered On: 10/9/2019 2:49:58 PM

Q: Vendor Role in Warehouse

Posted On: 9/25/2019 6:25:00 PM

Section number: Appendix B
Paragraph number: 3.1
Page number: 69

Text of passage being questioned:

"The Education Insight Warehouse is built on Microsoft SQL Server Infrastructure, using the tools provided with this software. However, it is expected that the proposed solution will include additional tools specific to the Warehouse management of the longitudinal data."

Question:

If the State desires a new data warehouse, what parts of the new data warehouse will be created by the selected vendor? What parts already exist that the State would like to keep as a baseline?

A: The Delaware Department of Education is not seeking for a new data warehouse to be constructed. The Delaware Department of Education plans to maintain the structure of the existing data warehouse and is seeking support services to help with maintenance and enhancements of the current data warehouse.

Answered On: 10/9/2019 2:44:14 PM

Q: Integrating ODS Data

Posted On: 9/25/2019 6:25:30 PM

Section number: Appendix B
Paragraph number: 2.1
Page number: 68

Text of passage being questioned: "Delaware's educational data is being pulled into the Ed-Fi 3.1 ODS. The Ed-Fi 3.1 ODS will be the main source of the data being housed in the Education Insight Warehouse for the Delaware Department of Education."

Question:

Does the State have multiple years of Ed-Fi ODS data? If so, is the data being integrated into the data warehouse today?

A: The current structure of the Ed-Fi ODS is only maintaining the current year data, with the warehouse holding historical data. The Department of Education is currently in the testing stage of data integration from the Ed-Fi ODS into the data warehouse.

Answered On: 10/9/2019 3:09:54 PM

Q: Existing ETL and Data Transformations

Posted On: 9/25/2019 6:26:03 PM

Section number: Appendix B
Paragraph number: 3.2.3
Page number: 70

Text of passage being questioned:

"The Vendor will design, develop and test new ETL packages or modifications of existing ones."

Question:

Does the State have an existing integration tool for ETL and data transformations? If so, what software does the State use? If not, is the State open to adopting an integration platform to feed the data warehouse?

A: Currently, the Department of Education uses our current vendor's specific tool (ZipLine) to help with the creation of ETLs and integration of data. The adoption of a new tool would be depending upon the tool, and if it would comply with our current environment infrastructure.

Answered On: 10/9/2019 3:10:32 PM

Q: Existing Identity Management System

Posted On: 9/25/2019 6:26:47 PM

Section number: Website Posting

Paragraph number: Abstract

Page number: <https://doeapppublic01.doe.k12.de.us/BidManagementPublic/#viewproposal?propID=303>

Text of passage being questioned:

"The Delaware Department of Education (DDOE) is seeking proposals from qualified vendors (Vendor) to supply products and services to replace the DDOE single sign-on solution, referred to as the DOE Identity Management System or IMS."

Question:

Does the State have an existing identity management system in place? If not, is the State open to adopting an identity management platform?

A: The Department of Education has an existing identity system in place and is not currently looking to adopt a new Identity Management System. The Abstract on the website has been updated, the previous abstract was erroneous. The State is only currently looking for a support services vendor for our data warehouse.

Answered On: 10/9/2019 3:11:10 PM

Q: Identity Management System

Posted On: 9/25/2019 6:27:18 PM

Section number: Website Posting

Paragraph number: Abstract

Page number: <https://doeapppublic01.doe.k12.de.us/BidManagementPublic/#viewproposal?propID=303>

Text of passage being questioned:

"The Delaware Department of Education (DDOE) is seeking proposals from qualified vendors (Vendor) to supply products and services to replace the DDOE single sign-on solution, referred to as the DOE Identity Management System or IMS."

Question:

The Abstract on the website mentions an identity management system, but it is not mentioned in Appendix B Scope of Work. Where should we provide information on the identity management system in our proposal response?

A: The Department of Education has an existing identity system in place and is not currently looking to adopt a new Identity Management System. The Abstract on the website has been updated, the previous abstract was erroneous. The State is only currently looking for a support services vendor for our data warehouse. Answered On: 10/9/2019 3:11:53 PM

Q: Existing Data Dashboard System Posted On: 9/25/2019 6:27:54 PM

Section number: Appendix B

Paragraph number: 3.2.1

Page number: 69

Text of passage being questioned:

"This will include assisting in the expansion of necessary areas of the Education Insight Warehouse to support requirements for future release to Delaware Department of Education Education Insight Dashboard."

Question:

Is State open to adopting a data analytics platform to enhance or replace the current Education Insight Dashboard?

A: Currently, the Department of Education is not seeking a replacement for the current Education Insight Dashboard. The current request is only seeking support services for the current data warehouse that supplies data to the Department's current Education Insight Dashboard. Answered On: 10/9/2019 3:12:32 PM

Q: Long-term Maintenance Posted On: 9/25/2019 6:28:20 PM

Section number: Appendix B
Paragraph number: 3.2.5
Page number: 70

Text of passage being questioned:

"In the response, the Vendor shall describe the annual maintenance provided for software tools that will be used to support the Education Insight Warehouse."

Question:

Will the vendor be engaged long-term to manage and maintain the data infrastructure? Or will the State manage and maintain the infrastructure at the end of the contract term?

A: This RFP allows the Department of Education to contract with a vendor for an initial term of 2 ½ years with 3 optional one-year extensions

Answered
On:

10/9/2019 3:13:06 PM

Q: SaaS Products

Posted On:

9/25/2019 6:28:53 PM

Section number: Appendix B
Paragraph number: 3.4
Page number: 71

Text of passage being questioned:

"The technical proposal must describe the Vendor's knowledge transfer philosophy, the approach that will be used in the project, and provide a discussion of how this approach will ensure that State staff will be able to take ownership and continue the project through development of the Education Insight Warehouse."

Question:

Is the State open to looking at a pre-packaged Software as a Service (SaaS) model to satisfy the needs of the State?

A: The Department of Education is open to solutions by the Vendor for knowledge transfer and is not limited to a specific process for knowledge transfer from the vendor to the Department of Education staff. Delaware DOE would like its' personnel to be able to work in all aspects of the data management, and asks that the vendor provide training and co-development of data management artifacts (ETLs, etc).

Answered
On:

10/9/2019 3:13:39 PM

Q: Attachment A

Posted On:

9/25/2019 6:29:14 PM

Section number: Appendix B
Paragraph number: 3.5
Page number: 72

Text of passage being questioned:
"The DDOE Statement of Intent is contained in Attachment A."

Question:
Will you please provide Attachment A?

A: There is not an Attachment A. The RFP was revised-Revision 1-to remove reference to this document. The information is contained in the Global Interoperability Standards.	Answered On:	10/7/2019 12:24:49 PM
Q: Vendor Role	Posted On:	10/2/2019 11:05:22 AM
In What capacity will the vendor serve in development or maintenance of the eSchool extracts?		
A: The vendor would serve in the development of ETLs to the warehouse. The main source of the data will be from the Ed-Fi ODS, but other sources will be utilized to feed the data warehouse. The vendor would help support the maintenance and creation of ETLs from various sources to the data warehouse.	Answered On:	10/9/2019 3:14:18 PM
Q: Existing Data Warehouse	Posted On:	10/2/2019 11:06:25 AM
Describe the types of tools currently in use to accomplish tasks within the data warehouse.		
A: Tools currently used to accomplish tasks within the data warehouse are SynergyZ, Zipline, Microsoft SQL Server Management, VPN, SSIS packages, Visual Studio, GitLab, and FogBugz.	Answered On:	10/9/2019 3:15:09 PM
Q: Existing Data Warehouse	Posted On:	10/2/2019 11:07:11 AM
Describe inefficiencies or deficiencies in current state of the data warehouse.		
A: There are not currently specific inefficiencies or deficiencies the state is looking to address with the data warehouse.	Answered On:	10/9/2019 3:17:11 PM
Q: Existing Data Warehouse	Posted On:	10/2/2019 11:07:59 AM
Approximately how many hours per month has the State of Delaware engaged with current vendor.		
A: The approximate number of hours per month will vary, based on the time of year, work volume and projects.	Answered On:	10/9/2019 3:19:04 PM
Q: Data warehouse Size and Projection	Posted On:	10/3/2019 9:13:27 AM

What is the Size of the Warehouse database and is there a growth projection?

A: The current size of the data warehouse is approximately 1TB, with an estimated growth projection rate of 10%. Answered On: 10/9/2019 3:19:25 PM

Q: Database Count Posted On: 10/3/2019 9:17:00 AM

How many databases are under the RFP scope? How many databases will the awarded vendor need to administer?

A: There are approximately ten databases that comprise the Department's current data warehouse structure, per environment. There will be an integration, UAT and production environment that the vendor will help support. The number of databases can change based on data structure and integration changes. Answered On: 10/9/2019 3:20:00 PM

Q: Data Sources Posted On: 10/3/2019 9:19:50 AM

what is the number of data sources the Data warehouse is pulling from? What types of information each source has?

A: Delaware does not have an exact count of data sources at this point. Ed-Fi Student Information data, approximately 11 assessment vendors, Early Learning feeds, Higher Education feeds all go into the warehouse. The number of and scope of feeds could change or increase from year to year. Answered On: 10/9/2019 3:20:38 PM

Q: Attachment A: Identified Data Standards Posted On: 10/3/2019 9:23:38 AM

On Page 72, the RFP refers to "Attachment A: identified data standards". As discussed during the pre-bid meeting, this is not needed as it is covered by the Global Interoperability Standards, paragraph 21 on page 53 & 54. Please confirm that the aforementioned is correct.

A: There is not an Attachment A. The RFP was revised-Revision 1-to remove reference to this document. The information is contained in the Global Interoperability Standards. Answered On: 10/7/2019 12:24:19 PM

Q: Appendix B Scope Posted On: 10/3/2019 9:25:46 AM

According the pre-bid meeting, the awarded vendor will only focus and be responsible for Warehouse and Database administration as described in Appendix B. The underlying infrastructure, dashboard and reporting, are not going to be the responsibility of the awarded Vendor and will remain under the responsibility of DDOE. Please confirm that the above is correct.

A: The above is true. The support services vendor may be asked to help with the development of queries to help pull data that will be used in reporting, but the vendor will not develop the actual report. The vendor may also be asked for support with ETLs /SSIS packages/or other tools that import/export data to/from the warehouse. The vendor may be asked to help troubleshoot data issues occurring from data pulls for the dashboard or other purposes. Answered On: 10/9/2019 3:21:06 PM

Q: Database Size part 2 Posted On: 10/3/2019 9:28:52 AM

How large is the SQL Server Database (GB or TB)?

<p>A: The current server is a physical server with and 96GB memory, 3.75TB of disk space for data. The new development server is virtual, 2 CPU and 8GB memory, 1.25TB of disk space for data. The new production server is virtual, 8cpu and 32GB memory, 5TB of disk space for data. There will also be a new UAT server that has not been established yet.</p>	<p>Answered On:</p>	<p>10/9/2019 3:42:54 PM</p>
<p>Q: Warehouse complexity</p>	<p>Posted On:</p>	<p>10/3/2019 9:30:07 AM</p>
<p>Can any information be shared on the size and complexity of the Data Ware house: a. How many source systems does the Data Warehouse pull data from currently? b. How many data elements, metrics, attributes, records, etc are in the Data Warehouse? c. Does a current Data Dictionary exist and is there a strong data governance program in place?</p>		
<p>A: Delaware does not have an exact current count on the number of source systems that the data warehouse currently pulls from, but the main source will be the Ed-Fi ODS, along with other sources, including other databases and flat files. There is not an exact count of elements, metrics, attributes, and records at this time for the data warehouse. A data dictionary is currently in development to have a mapping of all data that flows into the data warehouse. The Department of Education does a data governance committee in place that will review data design changes.</p>	<p>Answered On:</p>	<p>10/9/2019 3:23:29 PM</p>
<p>Q: Scope</p>	<p>Posted On:</p>	<p>10/3/2019 9:33:40 AM</p>
<p>According the pre-bid meeting, the awarded vendor will only focus and be responsible for the Warehouse and Database administration as described in Appendix B. The underlying on-premises infrastructure, dashboard and reporting, are not going to be the responsibility of the Vendor awarded and will remain under the responsibility of DDOE. Please confirm that the above is true.</p>		
<p>A: The above is true. The support services vendor may be asked to help with the development of queries to help pull data that will be used in reporting, but the vendor will not develop the actual report. The vendor may also be asked for support with ETLs /SSIS packages/or other tools that import/export data to/from the warehouse. The vendor may be asked to help troubleshoot data issues occurring from data pulls for the dashboard or other purposes.</p>	<p>Answered On:</p>	<p>10/9/2019 3:24:31 PM</p>
<p>Q: Presence</p>	<p>Posted On:</p>	<p>10/3/2019 9:37:37 AM</p>
<p>During the pre-bid meeting it was discussed that the expectation of onsite presence is approximately 3 days onsite annually for knowledge transfer and is not expected to be more than 2 weeks a year. Please confirm if this is accurate or not.</p>		
<p>A: This is a true statement; this is the approximate time the Department of Education is estimating will be needed for onsite services and training. Delaware DOE would like its' personnel to be able to work in all aspects of the data management, and asks that the vendor provide training and co-development of data management artifacts (ETLs, etc).</p>	<p>Answered On:</p>	<p>10/9/2019 3:25:26 PM</p>
<p>Q: Tools and Technology</p>	<p>Posted On:</p>	<p>10/3/2019 9:43:16 AM</p>

What other data tools and technology are utilized by Delaware today?

- a. What ETL tools are utilized?
- b. What Reporting Tools are utilized?
- c. What Data Visualization Tools are utilized?
- d. What Advanced Analytics tools are utilized?
- e. Are any Master Data Management Tools utilized?
- f. What Performance and System Monitoring tools are utilized today?

A: Tools currently used to accomplish tasks within the data warehouse are SynergyZ, Zipline, Microsoft SQL Server Management, VPN, SSIS packages, Visual Studio, GitLab, and FogBugz. The current monitoring tools being utilized are Zenoss and VMware Operations Manager.

Answered On: 10/9/2019 3:28:11 PM

Q: Identity System Type

Posted On: 10/3/2019 9:44:23 AM

What access and identity management tools are utilized for managing end user access to the Data Warehouse?

A: Currently, DDOE uses Active Directory and MS SQL Security for managing end-user access to the data warehouse.

Answered On: 10/9/2019 10:44:58 PM

Q: SQL Versions

Posted On: 10/3/2019 9:49:05 AM

What version of Microsoft SQL Server is currently being run? What versions of SQL and count are part of the Scope?

A: The current Microsoft SQL Server versions being utilized are SQLServer2008R2, SQLServer2014, and SQLServer2017.

Answered On: 10/9/2019 3:36:09 PM

Q: Challenges

Posted On: 10/3/2019 9:50:18 AM

Are there any issues or challenges with the current ETL packages and scripts?

A: There are no specific issues or challenges with current ETL packages and scripts.

Answered On: 10/9/2019 3:39:30 PM

Q: Data Source additions

Posted On: 10/3/2019 9:53:37 AM

How frequently does Delaware anticipate adding new data sources?

A: The addition of new data sources is not a common occurrence but will occur if a new program need or new source is needed to help enhance the data warehouse data collection.

Answered On: 10/9/2019 3:40:15 PM

Q: Underlying Infrastructure

Posted On: 10/3/2019 10:08:02 AM

Can the details on the Data Warehouse server and storage configuration be shared? (# of Servers, CPU, RAM, Disk Capacity)

<p>A: The current server is a physical server with and 96GB memory, 3.75TB of disk space for data. The new development server is virtual, 2 CPU and 8GB memory, 1.25TB of disk space for data. The new production server is virtual, 8cpu and 32GB memory, 5TB of disk space for data. There will also be a new UAT server that has not been established yet.</p>	<p>Answered On:</p>	<p>10/9/2019 3:43:32 PM</p>
<p>Q: Data Warehouse Volume/Infrastructure</p>	<p>Posted On:</p>	<p>10/3/2019 11:59:09 AM</p>
<p>Appendix B, Paragraph 2.1 , Page 68 A- What are the expected user volumes of the Data Warehouse / BI infrastructure? B- You have not specified an architecture for the data warehouse? Should we assume the simplest architecture?</p>		
<p>A: The current DDOE data warehouse is built as an agile star-schema data warehouse, utilizing dimensional modeling, along with multiple subject areas, and bridge tables. This data warehouse is centrally maintained by DDOE's Data Administration team, along with the vendor selected.</p>	<p>Answered On:</p>	<p>10/9/2019 3:47:49 PM</p>
<p>Q: Security Groups</p>	<p>Posted On:</p>	<p>10/3/2019 11:59:49 AM</p>
<p>Are the security groups established for certain types of data (student/faculty PII data)? Does the awarded vendor need to do additional analysis on how that is set up or come up with a plan on setting them up?</p>		
<p>A: DDOE currently controls and will continue to control what users have access to the data warehouse and the level of access of each group. The awarded vendor will not need to do additional analysis on how to set up security groups.</p>	<p>Answered On:</p>	<p>10/9/2019 3:49:24 PM</p>
<p>Q: User Group and Sharing</p>	<p>Posted On:</p>	<p>10/3/2019 12:01:15 PM</p>
<p>Does DDOE have any stratification of the user group communities that can share and what level of access each group should have? Will the awarded vendor be tasked and responsible with establishing them?</p>		
<p>A: DDOE currently controls and will continue to control what users have access to the data warehouse and the level of access of each group. This will not be a task the awarded vendor will be asked to establish.</p>	<p>Answered On:</p>	<p>10/9/2019 3:49:48 PM</p>
<p>Q: Source for the Warehouse</p>	<p>Posted On:</p>	<p>10/3/2019 12:02:29 PM</p>
<p>Appendix B, Paragraph 2.1 , Page 68 Text of passage being questioned " Along with the Ed-Fi 3.1 ODS, there will be other data sources that will also be the source for the Warehouse. "</p>		
<p>a. What are the other data sources that will also be the source for the Warehouse?</p>		
<p>A: Delaware does not have an exact count of data sources at this point. Ed-Fi Student Information data, approximately 11 assessment vendors, Early Learning feeds, Higher Education feeds all go into the warehouse. The number of and scope of feeds could change or increase from year to year.</p>	<p>Answered On:</p>	<p>10/9/2019 3:50:18 PM</p>
<p>Q: Availability and BCP</p>	<p>Posted On:</p>	<p>10/3/2019 12:02:38 PM</p>

What are the Availability and Continuity management requirements?

- a. What are the service level requirements for uptime?
- b. Are there certain change management and maintenance windows for the Data Warehouse?
- c. Are their defined Recovery Time and Recovery Point Objectives for continuity management and DR?
- d. Are data backups performed by Delaware today? What Data Backup tools are utilized? Will the vendor be responsible for Data Backup and Protection or will Delaware run the data backups?
- e. Is the Data Replicated to a secondary or remote site or between geographically disperse cloud locations?

A: DDOE's internal infrastructure team maintains the service level requirements for uptime. Change management and maintenance windows for the data warehouse are not set at specific times/dates; these times would be established between the vendor and DDOE, as updates are needed to be deployed. All continuity management, DR, and backups are currently the responsibility of DDOE's internal infrastructure team. DDOE currently runs backups using Quest's 'LiteSpeed for SQLServer' for compressed database backups.

Answered On: 10/9/2019 10:03:51 PM

Q: Existing storage infrastructure

Posted On: 10/3/2019 12:05:23 PM

Appendix B, Paragraph 3.1 , Page 69

Text of passage being questioned " The Education Insight Warehouse is built on Microsoft SQL Server Infrastructure, using the tools provided with this software. However, it is expected that the proposed solution will include additional tools specific to the Warehouse management of the longitudinal data. "

- a. What does the existing storage infrastructure look like? SAN? Fibre-channel? What level of RAID configuration is in use? Are SSDs in use for system disks on currently deployed systems?
- b. Is there a desire for development and management of organizational KPIs supported by the data model?
- c. If so, will KPIs be monitored via a dashboarding tool by decision-makers? Is there a dashboarding environment currently employed by the Foundation?

A: The infrastructure is currently maintained by DDOE's internal infrastructure team, and will not be the responsibility of the vendor. Through ZipLine DDOE can view failures and errors that occur in the data integration process. A tool that allows for a view of data discards and failures is a preference for DDOE, to allow us to address data integration issues.

Answered On: 10/9/2019 10:11:05 PM

Q: Change Management

Posted On: 10/3/2019 12:05:38 PM

Does DDOE have and formal change management system and process in place? Can details on the Change management processes be shared?

A: DDOE has a Data Governance Committee, that discusses and reviews data changes, and all changes will be tracked through DDOE's ticketing system, and source control system.

Answered On: 10/9/2019 10:46:07 PM

Q: Request Management

Posted On: 10/3/2019 12:06:07 PM

Does DDOE have a standard process and tool for users to submit requests?

A: DDOE does have a ticketing system that users submit requests through.

Answered On: 10/9/2019 10:11:46 PM

Q: IT Service Management

Posted On: 10/3/2019 12:06:53 PM

Does DDOE intend for the vendor to utilize any of the existing ITSM or Service Desk tools for tracking incidents, problems, changes, releases, requests, and/or configuration management?

A: DDOE will intend for the vendor to utilize DDOE's ticketing system for tracking incidents, problems, changes, and other requests.

Answered On: 10/9/2019 10:12:13 PM

Q: ITSM Tool

Posted On: 10/3/2019 12:07:48 PM

Does DDOE have a standard IT Service Management Service Desk tool in place? What is this tool?

A: The Delaware Department of Education currently utilizes KACE as the Department's IT Service Management Service Desk tool.

Answered On: 10/9/2019 10:13:29 PM

Q: Development and maintenance of the Education Insight Warehouse.

Posted On: 10/3/2019 12:08:05 PM

Appendix B , Paragraph 3.2.1 , Page 69

Text of passage being questioned " The Vendor will be responsible for providing technical assistant in development and maintenance of the Education Insight Warehouse. The Vendor will be responsible for supporting State staff with administration to include analysis and recommendations for configuration of the Warehouse. The Vendor will also be relied on to provide technical assistance in the development of additional domains and expansions. This will include assisting in the expansion of necessary areas of the Education Insight Warehouse to support requirements for future release to Delaware Department of Education's Education Insight Dashboard. "

a. Is data warehouse scalability desired for depth (i.e. amount of data), width (i.e. future dimensions, hierarchies, attributes, etc), or architectural complexity (i.e. data sources, Data Warehouse virtualization, operational data stores, additional OLTP capacity)?

b. Is there a desired Data Warehouse replication scheme for uptime and/or availability? Is replication desired for backup purposes or maximum uptime?

c. Is there a desire to perform forward looking data analytics on the Data Warehouse for forecasting and scenario planning?

d. Are servers deployed via virtual machine or discrete hardware? What is the preferred configuration for a new project?

e. Are network rights and permissions managed via Active Directory or LDAP?

A: The current structure of the data warehouse is designed to be scalable, as it is an agile database with dimensional modeling. DDOE's current infrastructure team will maintain replication, uptime, and backups of the data warehouse. DDOE will be looking for support from the vendor if the data warehouse needs to expand based on DDOEs program area needs.

Answered On: 10/9/2019 10:14:08 PM

Q: Knowledge Transfer Team

Posted On: 10/3/2019 12:09:37 PM

What is the size of the team that is expected to receive knowledge transfer training?

A: The size of the team for knowledge transfer training will be approximately 4 – 10 team members. Answered On: 10/9/2019 10:14:36 PM

Q: Analysis of new data sets Posted On: 10/3/2019 12:09:50 PM

Appendix B , Paragraph 3.2.2 , Page 70

Text of passage being questioned "The Vendor will be required to help support the analysis of new data sets and assist in design of data that will be housed in the Warehouse domain additions, and expansions to accommodate the new data. "

a. Will there be a need to segregate data along time periods for comparisons throughout the year?

A: At this time there are no specific time periods for segregated data used for comparisons, but this could be a future need. Answered On: 10/9/2019 10:16:42 PM

Q: Knowledge Transfer Location Posted On: 10/3/2019 12:10:07 PM

Is the knowledge transfer training expected to occur only at one location?

A: In the past, the knowledge transfer training has occurred at one location (Dover, DE) and all DDOE staff gathered in one location for training. Answered On: 10/9/2019 10:17:07 PM

Q: New Source Addition Frequency Posted On: 10/3/2019 12:10:51 PM

How frequently does Delaware anticipate adding new data sources?

A: The addition of new data sources is not a common occurrence but will occur if a new program need or new source is needed to help enhance the data warehouse data collection. There is no specific frequency to the addition of new data sources. Answered On: 10/9/2019 10:17:42 PM

Q: Develop and test new ETL packages Posted On: 10/3/2019 12:11:24 PM

Appendix B , Paragraph 3.2.3 , Page 70

Text of passage being questioned "The Vendor will design, develop and test new ETL packages or modifications of existing ones "

a. Do you require ETL from the source systems to create a Star-Schema data warehouse or have you considered alternate designs? Which do you prefer?

A: Currently, the data warehouse structure is of a star-schema, and DDOE is not looking to implement a new structure of our data warehouse, but rather build upon the structure already in place. Answered On: 10/9/2019 10:18:11 PM

Q: Reporting Demand Posted On: 10/3/2019 12:11:50 PM

Are all of the current report requirements all documented?

A: There is not a current repository of all report requirements documented, but all new reports or report changes that are needed are documented. Answered On: 10/9/2019 10:21:34 PM

Q: Requirements Gathering Process Posted On: 10/3/2019 12:13:59 PM

Does DDOE have a standard process for gathering business reporting requirements?

A: DDOE works with various program areas to gather their business requirements for data and will gather the requirements and will meet to discuss the best approach to provide the program area with the data needed. Answered On: 10/9/2019 10:22:07 PM

Q: Design Review and Recommendations Posted On: 10/3/2019 12:18:39 PM

Page 69 section 3.2.1 references a review of the design and recommendations. Is DDOE experiencing any issues or challenges with the current environment such as

- a. Are there any Performance Issues with the current environment?
- b. Are there issues with the current Data Model?
- c. Are there issues with reports running slow?
- d. Are there issues with adding new data sets?
- e. Are there any issues with joining data sets?
- f. Are any performance issues tied to the current Data Warehouse Architecture or the underlying Infrastructure?

A: There are not currently any specific issues. Answered On: 10/9/2019 10:22:31 PM

Q: Section 3.2.5 Posted On: 10/3/2019 12:19:19 PM

Page 70 section 3.2.5 references that the vendor will provide annual maintenance for software tools. Does this include ISV software maintenance for any existing licenses that DDOE owns?

A: The annual maintenance for software tools mentioned in this RFP would be specific to any tools the awarded vendor is using to help with the data integration/maintenance of the data warehouse. This would not include software maintenance for exiting licenses that DDOE already owns. Answered On: 10/9/2019 10:23:25 PM

Q: TOOLS Posted On: 10/3/2019 1:06:04 PM

Section number 2.1
Paragraph number 2
Page number 68

Do you expect to use any BI tools such as PowerBI, tableau for this cloud-based dashboard solution?

A: At this time, DDOE does not plan to deploy or use BI tools such as PowerBI. Answered On: 10/9/2019 10:23:51 PM

Q: VISUALIZATION Posted On: 10/3/2019 1:09:21 PM

Does DDOE expect a data visualization platform as part of the solution? If yes is that expected to be public facing?

A: A data visualization platform is not included as part of the solution. There should be a user interface of some type to allow the internal DDOE Data Administration team to be able to review data integration failures and errors. This interface would not be public-facing. Answered On: 10/9/2019 10:24:17 PM

Q: TECH STACK Posted On: 10/3/2019 1:10:55 PM

Section number NA
Paragraph number NA
Page number NA
Please provide details on the input data information - size, data dictionary, layouts, connection type, where is it hosted, etc.,

A: The data warehouse hosted currently in-house at DDOE, and the selected vendor will utilize Delaware's VPN standard and remote desktops to gain access to the data warehouse. The current size of the data warehouse is approximately 1TB, with an estimated growth projection rate of 10%. Specific layout information is not available at this time. DDOE is currently building a data dictionary for the DDOE's data warehouse. Answered On: 10/9/2019 10:26:33 PM

Q: On-Site Posted On: 10/3/2019 1:13:26 PM

Section number NA
Paragraph number NA
Page number NA
Do you expect onsite development for this solicitation?

A: On-site development is not a requirement for this RFP. DDOE will expect to interact with the vendor regularly and work through solutions together via web conferencing. Answered On: 10/9/2019 10:26:52 PM

Q: Budget Posted On: 10/3/2019 1:14:37 PM

Section number NA
Paragraph number NA
Page number NA
What is the budget associated with this solicitation?

A: The Department of Education is seeking a fair proposal that meets the specifications provided and will negotiate with the selected vendor to determine a final amount should a budgetary gap exist. Answered On: 10/7/2019 12:36:52 PM

Q: Users Posted On: 10/3/2019 1:17:31 PM

Section number NA
Paragraph number NA
Page number NA
What is the estimated number of users who will interact with the system?

A: DDOE's current Data Administration team is a team of five; this number can fluctuate in the future. Answered On: 10/9/2019 10:27:14 PM

Q: Data Warehouse Posted On: 10/3/2019 1:44:28 PM

Section number: Appendix B: 2.1
Paragraph number: 1
Page number: 67

Text of passage being questioned:
The Delaware Department of Education's Education Insight Warehouse,
is a centralized location to house Delaware's educational data in a centralized longitudinal database

Question:
Is the data warehouse aligned to Ed-Fi ODS 3.1?

A: The Delaware Department of Education is currently aligning the existing Data Warehouse to receive data from the Ed-Fi ODS (version 3.1). ETLs have been written to import data into the Data Warehouse from the Ed-Fi ODS, and the expansion of these ETLs will be one of the services the selected vendor will be requested to provide. Answered On: 10/9/2019 10:28:55 PM

Q: Maintenance of the Education Insight Warehouse Posted On: 10/3/2019 1:48:42 PM

Section number: 3.2.5 Maintenance
Paragraph number: 1
Page number: 70

Text of passage being questioned:
The vendor provides annual maintenance for software tools used in the Education Insight Warehouse development.

Question:
We would like to know what tools are currently being used for the maintenance of the Education Insight Warehouse.
Can alternate or additional tools can be proposed by the vendor for the maintenance of the Education Insight Warehouse?

A: Tools currently used to accomplish tasks within the data warehouse are SynergyZ, Zipline, Microsoft SQL Server Management, VPN, SSIS packages, Visual Studio, GitLab, and FogBugz. Alternate and additional tools can be proposed by the vendor. Answered On: 10/9/2019 10:29:40 PM

Q: Domains Support - Data Warehouse Posted On: 10/3/2019 1:50:49 PM

Section number: 3.2.2 Analysis
Paragraph number: 1
Page number: 70

Text of passage being questioned:
The Vendor will be required to help support the analysis of new data sets and assist in the design of data that will be housed in the Warehouse domain additions, and expansions to accommodate the new data.

Question:
What are the domains that are currently supported in the Data warehouse? Does it mean adding these domains in Ed-Fi ODS as well?

<p>A: Current domains include, but are not limited to, Assessment, Course Grades, CTE, Discipline, Early Learning, Enrollment, Higher Education, Highly Qualified, Photos, Schools, Staff, Students, and Misc. The awarded vendor for this RFP, will not be added domains into the Ed-Fi ODS. The awarded vendor would be supporting the efforts of adding a new domain to the data warehouse and pulling the data from the Ed-Fi ODS if the need arose.</p>	<p>Answered On:</p>	<p>10/9/2019 10:30:21 PM</p>
<p>Q: Pricing Template</p>	<p>Posted On:</p>	<p>10/3/2019 1:53:11 PM</p>
<p>Section number: Appendix A: 1 Paragraph number: 1 Page number: 67</p>		
<p>Text of passage being questioned: The remaining vendor proposal package shall identify how the vendor proposes meeting the contract requirements and shall include pricing</p>		
<p>Question: Is there a pricing sheet/template that we need to submit along with the proposals and other attachments? If we are required to share the pricing in our format then what is expected in the pricing - provide an hourly rate for all profiles required for this engagement?</p>		
<p>A: There is no pricing template. Vendors should provide an hourly rate per user role.</p>	<p>Answered On:</p>	<p>10/9/2019 10:30:44 PM</p>
<p>Q: Licenses</p>	<p>Posted On:</p>	<p>10/3/2019 1:53:32 PM</p>
<p>Does DDOE want to buy the licenses and/or software/or subscription licenses in the name of the State of Delaware so that they can be transferred in the event of a termination or change of contractor or vendor? Or does DDOE want the vendor to own all licenses?</p>		
<p>A: This would be dependent on the software and the utilization of the software in regards to the data warehouse.</p>	<p>Answered On:</p>	<p>10/9/2019 10:32:54 PM</p>
<p>Q: Software List</p>	<p>Posted On:</p>	<p>10/3/2019 1:54:18 PM</p>
<p>Can DDOE provide a list of all software products currently utilized and the license counts for users or licensing models under which software is currently licensed?</p>		
<p>A: Tools currently used to accomplish tasks within the data warehouse are SynergyZ, Zipline, Microsoft SQL Server Management, VPN, SSIS packages, Visual Studio, GitLab, and FogBugz. Alternate and additional tools can be proposed by the vendor.</p>	<p>Answered On:</p>	<p>10/9/2019 10:38:48 PM</p>
<p>Q: Team</p>	<p>Posted On:</p>	<p>10/3/2019 1:54:58 PM</p>
<p>How many DDOE staff members will the vendor interact with on a typical daily, weekly, monthly basis?</p>		
<p>A: DDOE's current Data Administration team is a team of five; this number can fluctuate in the future.</p>	<p>Answered On:</p>	<p>10/9/2019 10:39:08 PM</p>
<p>Q: Refresh Rate</p>	<p>Posted On:</p>	<p>10/3/2019 1:55:28 PM</p>

How often is data loaded and collected and refreshed? (continuous live feeds, daily refresh, weekly, monthly, quarterly)?

A: The data warehouse is currently refreshed on a daily basis.

Answered On: 10/9/2019 10:39:36 PM

Q: Scope of Work Limitation

Posted On: 10/3/2019 1:56:02 PM

Section number: Appendix B
Paragraph number: 1.1
Page number: 67

Text of passage being questioned:

The Delaware Department of Education (DDOE) is seeking proposals from qualified vendors (Vendor) to supply services to support the state's Education Insight Warehouse.

Question:

Is the scope limited to supporting the existing warehouse? Or new design is also sought for?

A: The scope is limited to support and enhancing the structure of the existing warehouse.

Answered On: 10/9/2019 10:40:21 PM

Q: Integration with Data Warehouse

Posted On: 10/3/2019 1:58:28 PM

Section number: Appendix B
Paragraph number: 2.1
Page Number:

Text of passage being questioned:

Along with the Ed-Fi 3.1 ODS, there will be other data sources that will also be the source for the Warehouse.

Question:

How many such sources are to be integrated with Data Warehouse?

A: Delaware does not have an exact current count on the number of source systems that the data warehouse currently pulls from, but the main source will be the Ed-Fi ODS, along with other sources, including other databases and flat files. The addition of new sources could also arise based on new data integration needs.

Answered On: 10/9/2019 10:40:56 PM

Q: ETL packages

Posted On: 10/3/2019 2:00:06 PM

Section number: Appendix B
Paragraph number: 3.2.3
Page number: 1

Text of passage being questioned:
The Vendor will design, develop and test new ETL packages or modifications of existing ones.

Question:
ETL packages will be limited to the Data Warehouse population or Ed-Fi ODS extensions are also in scope?

A: The awarded vendor will not be expected to create Ed-Fi specific extensions to the Ed-Fi ODS. Answered On: 10/9/2019 10:41:10 PM

Q: Non-Functional Requirements Posted On: 10/3/2019 2:01:20 PM

Section number: Appendix B
Paragraph number: 3.2.4
Page number: 1

Text of passage being questioned:
The Vendor will provide technical assistance in the analysis of system performance management of the Education Insight Warehouse, to include management of routine operations of Warehouse software.

Question:
Are there any NFRs (Non-Functional Requirements) to be adhered to?

A: There is currently not a specific gridline of NFRs to be adhered to. Answered On: 10/9/2019 10:41:40 PM

Q: SLA Posted On: 10/3/2019 2:02:31 PM

Section number: Appendix B
Paragraph number: 3.2.5
Page number: 1

Text of passage being questioned:
In the response, the Vendor shall describe the annual maintenance provided for software tools that will be used to support the Education Insight Warehouse.

Question:
Are there any specific SLAs? Does support include underlying infrastructure as well?

A: The annual maintenance for software tools mentioned in this RFP would be specific to any tools the awarded vendor is using to help with the data integration/maintenance of the data warehouse. This would not include software maintenance for exiting licenses that DDOE already owns. Answered On: 10/9/2019 10:42:08 PM
