

R00B0600006 (2)

Education Data Warehouse Support and Maintenance

Vendor Questions

1. Please clarify the work location for Project Manager, will it be on-site or remote?

MSDE staff in the Division of Assessment, Accountability and Information Technology currently teleworks during the COVID pandemic unless the job warrants working onsite. The expectation is that post COVID, this position would be provided flexibility to work onsite or offsite.

2. Why is this TORFP reissued?

The prior solicitation was cancelled because of irregularities in the procurement process.

3. Can proposed Project Manager work remotely?

MSDE staff in the Division of Assessment, Accountability and Information Technology currently teleworks during the COVID pandemic unless the job warrants working onsite. The expectation is that post COVID, this position would be provided flexibility to work onsite or offsite.

4. What happens to the responses sent by vendors to the 1st issued TORFP?

The responses sent by vendors to the 1st TORFP issued in 2019 will not automatically be considered for the 2nd issuance recently released. Please resubmit proposals to be considered.

5. Page 3, section 2.21 Current Environment "Education data is loaded to Oracle and SQL Server databases via Informatica" Are these two Data warehouse databases and what data is loaded into each database?

Yes there are two (2) data warehouse databases each containing educational records. The SQL server database contains aggregate summary data for use in public reporting. The Oracle server database contains individual level detail data.

6. Do we have to support and maintain existing servers (Hardware and Software)?

MSDE supports and maintains the existing hardware. This contract will support and maintain Informatica software. All other software currently supported by MSDE.

7. Page 4, section 2.3 Responsibilities and Tasks of the Information Technology, Architect (Senior). The core responsibility is to support and maintain the Education Data Warehouse (EDW)? Responsibilities are also supporting databases and reporting systems?

8. Page 7, Section 2.3.61 Technical Support. “The State shall be able to contact a Technical Support team member 24 hours per day, 7 days per week, and 365/366 days per year.” what are the current SLAs for the State ?

The MSDE staff provide technical support in regards to managing the existing hardware. The technical support for software expectation is working hours 8 to 5.

9. What is the size of the state Education Data Warehouse?

The size of the EDW is approximately one terabyte.

10. For a nightly incremental load, what is the ETL process time?

There is no scheduled nightly incremental loading of data. All loading and updating of data are on demand.

11. Are you planning to add new sources of data to the ETL process?

Yes, new data are added as determined by federal and state requirements.

12. What is the State current issue/bug tracking system and what is the volume of data released issues reported in the last 3 months on Education Data Warehouse?

A bug tracking system is not being used.

13. Is there an incumbent on this contract? If so, please provide the incumbent name, current contract number, length, value of the contract?

The incumbent is Gantech Inc. and the original contract commenced on 06/01/2014 and was set to end on 05/31/2019. The original contract amount was \$ 2,240,667.52.

14. In the second amendment of TORFP numbering seems to be a typo error. Can you please confirm if we should follow original numbering or new numbering/bullet as per new amendment?

This is fixed, please see the amended solicitation.

15. 5.4.2 A 4 - Draft Project or Work Schedule - Page 44- Draft Project or Work Schedule - Estimated Time frame is asked. Can you please provide more details like data volume, etc to arrive at an estimated time frame?

A high-level project plan proposing the Offeror’s project management approach will be sufficient. The size of the EDW is approximately one terabyte.

16. "7 TORFP ATTACHMENTS AND APPENDICES" "Public Reporting Timeline Federal Compliance Reporting Timeline For above attachments. Are there any action item or response required from us or are they only for information?

These are required deliverables.

17. Are you planning to replace the current data warehouse or extend the current warehouse?

This is an operations and maintenance contract for the existing EDW.

18. Do you have any new reports that we need to support using new EDW DB

New report development is dependent on federal and state reporting requirement changes during the contract and will be implemented using the existing EDW DB.

19. Will a successful bidder be expected to provide data analysis?

No.

20. Are there any standard reports or data files the successful bidder will be expected to provide to the client ?

Standard reports include Federal Edfacts reports. Limited on demand adhoc reporting may be required and is dependent on federal and state reporting requirements.

21. Are there any specific System Expectations and Requirements?

Yes. Maryland's Information Technology Security Policy and Standards and to comply with all applicable laws, regulations, policies, standards, and guidelines affecting Maryland information technology projects and to keep abreast of current, new, and revised laws, regulations, policies, standards, and guidelines affecting project execution.

22. Are there any NFR (Nonfunctional requirements)?

Nonfunctional requirements include managing the performance of the EDW.

23. Reports are accessed via BI platform. What is the User volume and concurrency of the report access?

User volume is less than 10 MSDE staff users, with minimal concurrency.

24. What is the Size of the EDW DB do we need to build?

This is an operations and maintenance contract for an existing EDW DB of approximately one terabyte.

25. Is the EDW DB is on premise or cloud based solution?

The EDW DB is on-premise.

26. How many years of history data do we need to maintain?

The EDW DB includes twelve (12) years of longitudinal data. Historical records are maintained going back to 1993.

27. Do we need to create Master data as part of this effort?

No. The EDW leverages existing systems at MSDE that create unique identifiers for students and teachers.

28. What BI Tools client is using?

Cognos BI 11, SAS 9.4

29. What do you like about your current warehouse and what you would like better?

This is an operations and maintenance contract for the existing EDW.

30. Are we planning to maintain both old EDW and new EDW If so how long

This is an operations and maintenance contract for the existing EDW.

31. Is this a new requirement or an existing requirement?

This is an operations and maintenance contract for the existing EDW.

32. (Section 5.4.2.A.2) – Please provide examples of what would be acceptable as far as “writing samples” are concerned for both the Project Manager and IT Architect positions.

The IT Architect position writing sample could include explanations of business rules implemented in the data system supported by data models.

Project Manager writing samples could include monthly status updates including but not limited to status of deliverables and risk management.

33. (Section 5.4.2.A.3) asks for a draft WBS to include tasks to be performed by the State or third parties. While an Offeror can certainly create a WBS based on information provided in the RFP, it cannot be as good as the one provided by the incumbent in their response due to their

detailed on the ground knowledge. How would the State ensure that this does not put other Offerors at a disadvantage? The same applies to (5.4.2.A.4) and (5.4.2.A.5).

All proposals will be evaluated fairly according to Comar title 21.05.03.

34. What do you expect the Offerors to provide in response to 5.4.2.E (overall Offeror team organizational chart)? The State is only requesting services of two individuals. Is a vendor organizational chart needed?

The organizational chart should reflect the two positions required.

35. (Section 5.4.2.G) – It would be very difficult for a non-incumbent to provide a meaningful estimate of expectation for participation by State personnel. Would the State consider removing this requirement?

No. This requirement is for an estimate of expectation for participation by State personnel. Subject matter expertise in content would be provided by MSDE staff with the estimate provided dependent on expertise in federal education reporting requirements of the individuals proposed.

36. (Section 2.2.3) lists Informatica 9.1 and Section 2.2.4 lists Cognos 11.3 and SAS 10 as software products currently being utilized by MSDE. Can you please confirm that the IT Architect's job responsibilities do not require them to program in any of these tools but only to support staff who use these tools?

The proposed personnel should excel in Informatica and be proficient with Cognos.

The IT Architect should also be proficient in database management including partitioning, defining logical and physical table structures, and data mining performance tuning.

37. (Section 2.3) (Responsibilities and Tasks), 2nd paragraph, bullet 2 (on page 4) states that one of the critical responsibilities for the IT Architect is "Knowledge of Federal and State Academic Accountability reporting requirements." How would the state evaluate potential candidates for this requirement? Does the resume need to include experience with the 21 applications, systems, and programs listed in Section 2.3.1.3?

Yes. Knowledge of Federal and State Academic Accountability reporting requirements also include the content and reports in the Public Reporting timeline and Federal reporting timelines as outlined in Appendix A and Appendix B.

38. The bullets in Section 2.3.6 do not start with A (start with C), and bullets A, B, C are listed just prior to the start of Section 2.3.6.1. Please fix the numbering.

This is fixed, please see the amended solicitation.

39. (Section 2.3.6.E.3) – Please explain what is meant by “software Deliverable developed or published by the TO Contractor and made available to its other customers.

This procurement is an operations and maintenance contract. If updates as defined in section 2.3.6.E.3 are provided to other customers, then these updates are to be provided to the State.

40. What is the total value of the contract?

We do not have an estimate.

41. Are there any visa restrictions?

No work can be performed or outsourced to resources located outside of the U.S.

42. The RFP refers to APPENDIX A and B; however, both the documents are missing from the RFP. If you could kindly share APPENDIX A and B.

Appendices 5 and 6 are relabeled as A and B.

43. Please confirm the Maximum estimated hours for Project Manager?

The expectation for the hours of the project manager is 208 hours per year.

44. What will be the total duration of 208 hours for Project Manager?

The expectation for the hours for the project manager is 208 hours per year.

45. Is this a new contract or any incumbent currently providing the services?

The incumbent is Gantech Inc. and the original contract commenced on 06/01/2014 and was set to end on 05/31/2019. The original contract amount was \$ 2,240,667.52.

46. If any incumbent or existing contract, what is the approved budget of previous awarded TO?

The incumbent is Gantech Inc. and the original contract commenced on 06/01/2014 and was set to end on 05/31/2019. The original contract amount was \$ 2,240,667.52.

47. Please clarify the work location for Project Manager, will it be on-site or remote?

The work location for the project manager is remote.

48. What is the anticipated date of award?

We do not have a specific date determined but we wish to have a contract in place as soon as possible.

49. It was mentioned in the pre proposal call that the Project Manager position will be part time role. May we know how many hours do you estimate will be needed per week/month and can the Project Manager schedule be flexible?

The project manager hours may be flexible. The expectation for the hours for the project manager is 208 hours over the course of each year.

50. Will the positions move onsite post COVID or can they continue to be remote throughout the contract?

These positions may continue to be remote with periodic onsite visits as needed.

51. Page 55 of 120 Section 5.4.2 2) asks to submit writing samples of proposed personnel. Can you please clarify and provide examples of what kind of documents you need for each of the proposed resource- Data Warehouse Architect and Project Manager?

The IT Architect position writing sample could include explanations of business rules implemented in the data system supported by data models.

Project Manager writing samples could include monthly status updates including but not limited to status of deliverables and risk management.

52. Page 55 of 120 Section 5.4.2 3) is asking to provide a Draft Work Breakdown Structure to complete tasks & responsibilities provided in section 2.3; can you please provide more details on this, specifically what is required for the Data Warehouse Architect since most of the responsibilities are support related?

The WBS should be presented as a high-level one-page document that depicts the initial project plan from the Offeror.

53. Does the department require a copy of the pricing returned in Excel format?

Please use the Excel price sheet as required by the solicitation.

54. TORFP Reference: *The Information Technology, Architect (Senior) will primarily serve as the MSDE Education Data Warehouse Data Modeler and be responsible for the 24/7 support and maintenance of the EDW in the Operations & Maintenance Phase of the System Development Life Cycle.*

The MSDE staff provide technical support in regards to managing the existing hardware. The technical support for software expectation is working hours 8 to 5.

55. Is the Architect on 24/7 support 365 days a year?

The MSDE staff provide technical support in regards to managing the existing hardware. The technical support for software expectation is working hours 8 to 5.

56. TORFP Reference: *“Technical Support” means TO Contractor-provided assistance for the services or Solution furnished under this Task Order. The State shall be able to contact a Technical Support team member 24 hours per day, 7 days per week, and 365/366 days per year.*

Does this mean our two resources would provide support or are you referring to your internal support desk?

The MSDE staff provide technical support in regards to managing the existing hardware. The technical support for software expectation is working hours 8 to 5.

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Does this mean our two resources would provide support or are you referring to your internal support desk?

The MSDE staff provide technical support in regards to managing the existing hardware. The technical support for software expectation is working hours 8 to 5.

58. TORFP Reference: *All Offerors are advised that this solicitation and any TO Agreement(s) are subject to the terms of the Non-Disclosure Agreement (NDA) contained in this solicitation as Attachment I. This Agreement must be provided within five (5) Business Days of notification of recommended award; however, to expedite processing, it is suggested that this document be completed and submitted with the TO Proposal.*

Please clarify if a copy of the Non-Disclosure Agreement is required with submission of our response.

The NDA is due to MSDE 5 Business Days after recommended award. However, you may elect to submit it with your proposal.

59. Can we bid on a single resource or is it required that we have to submit both to be eligible for award?

Please propose all required resources.

60. What is the expected Notice to Proceed (NTP)?

We wish to have a contract in place as soon as possible.

61. The architecture role requires multiple skills and experience. Can we provide 2 resources to cover that single role set?

Yes

62. Is it expected the resources would have to be onsite for this 5 year contract? Please elaborate.

The resource would be primarily offsite. Periodic on-site visits will be as needed.

63. What are we expected to add under "writing samples of proposed personnel? - Is it a write up we need to do about the proposed candidate **or** does the candidate have to write about his/her experience with regards to the requirements in this TORFP?

The IT Architect position writing sample could include explanations of business rules implemented in the data system supported by data models.

Project Manager writing samples could include monthly status updates including but not limited to status of deliverables and risk management.

64. Is there a required page limit for the writing sample?

No

65. Would you be able to give us a clearer description of how we need to present the WBS?

The WBS should be presented as a high-level one-page document that depicts the initial project plan from the Offeror.

66. Are the requirements limited to only the responsibilities stated in the tables in Section 2 and 3 for the WBS?

Sections 2-3 detail the existing requirements, but the TO Manager may request additional requirements and deliverables as needed to satisfy the scope of this TO Agreement.

67. Would you be able to give us a clearer description of how we need to present the Project Schedule?

A high-level project plan proposing the Offeror's project management approach will be sufficient.

68. Do we need to be basing off our time estimates for the project schedule on any particular factor or requirement on your end, or do we just list out the estimates as per our best knowledge?

All estimates should be based on the TOFRP content and Offeror's level of effort projections.

69. Would you be able to give us a clearer description of how we need to present the Risk Assessment?

A sample Risk & Issue log template would be sufficient.

70. Do we need to conduct a risk assessment for every subsection of section 3?

Risk assessments will be conducted as requested by the TO Manager and should be presented by the awarded TO Contractor as a best practice during the TO engagement.

71. Could you explain what you mean by "If the Risk Assessment appears as a deliverable in Sections 2-3, that version will be a final version?"

A high-level Risk Assessment plan proposing the Offeror's approach will be sufficient. The Risk Assessment as part of the deliverables outlined in Sections 2-3 will be a final version formally accepted with changes through a change management process.

72. Why is this TORFP reissued?

The prior solicitation was cancelled because of irregularities in the procurement process.

73. Can proposed Project Manager work remotely?

Yes

74. What is the estimated budget of this TORFP?

We do not have an estimate.

75. Please disclose the incumbent name.

Gantech Inc.

76. Does the MSDE have other resources under the same project?

No

77. What is the estimated start date of this contract?

We wish to have a contract in place as soon as possible.

78. We would like to request MSDE, to extend the due date?

The proposal due date is extended until January 18, 2021.

Link to Procurement Questions from 2019

<https://docs.google.com/document/d/1MzOA7-ZDhCDeW9NrJ5zrTfcYtu8ZzNy3wCFYeWx5AyE/edit>