RFP 2022-134-SLDS Data Warehouse Support and Maintenance Questions

1) Does the engagement scope also include ETL and Reporting, or is the primary support for data modeling and reporting layer design? Primarily ETL, data management, and reporting.
2) How many estimated data sources feed into the DW? 8-10 major data sources and another 8-10 minor data sources.
3) How many existing reports do they have? 200-300 hundred reports. Will these have change requests, or is it maintenance? It will be both.
4) Is there an estimation for how many additional reports are in the pipeline, or is that to be determined? Dozens.
5) Any existing issues around data quality or governance? We are always trying to improve our data quality and governance.
6) Is there an integration with any other system/application expected? Yes. We are implementing a new data collection system to collect student level data from the school districts in New Hampshire. This application will replace the current student level data collection system called i4see.
7) Is the DOE looking for a single person (contractor) to fulfill 1,875 hours per year (e.g., full-time staff dedicated to the DOE) or access to a team to field DOE's requests? A single contractor, not a team.
8) Will the vendor provide 37.5 hours of service weekly, or will the hours fluctuate based on the immediate DOE requests? For example, 55 hours one week and 20 hours the following week until the 1,875 hours are depleted? It will be 37.5 a week.
9) Who developed and manages the current SDLS Datawarehouse? My department at the Dept of Education.
10) Is the SDLS Datawarehouse custom-developed in-house or It's a 3rd party tool? Custom built.

11) If it is a 3rd party proprietary tool, can you please share the name of the tool and when it was procured & implemented? By whom? Not applicable.

12) Are there any RFPs released after the cancelation of RFP DOE 2020-081? Can you please share the reason why it was canceled at that time? The State of New Hampshire had a budget funding freeze as a result of Covid-19.

13) Can you please share the major limitations and challenges with the current system? The data warehouse is understaffed at the current time.

14) What is the current tech stack of the existing SDLS Datawarehouse? Microsoft SQL.

15) What is the current size of the system, tables, layout, and structure? Medium size data warehouse. The overall structure is relatively flat and does not have a true data warehouse schema.
16) Where does the data come from? What are the different data sources integrated with it? Can you please specify it? The data comes from NH school districts loaded data into

various NH Dept of education data collection systems (i4see, special ed, adult education, etc…)

17) Are there any new systems needed to be integrated with the system? Yes. We are implementing a new data collection system to collect student level data from the school districts in New Hampshire. This application will replace are current student level data collection system called i4see.

18) How frequently is data being updated? Is it a full or incremental load? Nightly, mostly full load updates.

19) Is data consolidation happening currently? Or do you expect to achieve the same through this engagement? It is happening already.

20) Is there any incumbent vendor? If yes, please provide the name. No.

21) Is the incumbent vendor allowed again to participate in this RFP? Not applicable.

22) What is the current maintenance cost being spent monthly? Approximately $100K a month. Is there any not to exceed/budget limit that we need to consider? No.

23) Do you expect this to be a fixed bid approach? Or Time and materials basis? Hourly rate based on 1,875 hours or work.

24) Do you expect the vendor to propose a single consultant to manage the project entirely or a team of resources? Single person. This person will be helping the existing team support and enhance our data warehouse and not managing a project.

25) If the team of resources, you are expecting us to propose an average hourly cost for 1,875 hours. Is this right? Not applicable.

26) What incumbent vendor or vendors are currently providing the data warehouse support and maintenance services to the New Hampshire Department of Education? No incumbent vendors. Work currently performed by Dept of Education employees. The data warehouse is understaffed at the current time.

27) Who is the incumbent maintaining SLDS? Dept of NH staff.

28) What is the current size of SLDS team? Two.

29) How many average support tickets are created in a month? Approximately 50 tickets for support, enhancements, ETL, data requests, and reports.

30) We assume the effort of 1875 hours cover all streams of work like Data Analysis, ETL using SSIS, SQL Procs, Creating reports in SSRS/Tableau, etc. If so, please share the average tickets in a month for ETL, Stored Procs, BI, etc . Again, approximately 50.

31) Can you please list the names and the corresponding purpose of each application used by NH DOE that would be used as a data source for this contract?
    a. Primary applications feeding the data warehouse
        i. I4see – Student level data collection systems from the school districts
        ii. ESS (Education Statistics System) – District level data from the school district.
        iii. Common Database – Master data management application
    b. Other applications feeding the data warehouse
        i. NHSEIS (Special Education)

      ii.   Food & Nutrition
     iii.   Adult Education
     iv.   Career & Technical Education
      v.   Etc…

32) Can you please list the names of each software product (aka Tech stack) used by NH DOE as it relates to this contract? Looking for a resource with SQL Server/SSMS, SSIS (SQL Server Integration Services), and SQL Server Reporting Services (SSRS). Tableau knowledge a plus.

33) Please provide an overview of your current data landscape (Data Management Framework, Analytics and Reporting, etc.,). We follow your basic data management framework: data governance, data architecture, metadata, data quality, data lifecycle, analytics, and data privacy. Tableau is our BI tool used for analytics and reporting.

34) Can you please share the name(s) of incumbents? No incumbent vendors, just Dept of Education staff.

35) What is the current maintenance contract like? and who is it with? Not applicable.

36) What are the challenges faced by NH DOE currently that you would like to overcome? Workload. Need an additional resource to help existing DOE resources keep up with the workload of supporting and maintaining the data warehouse.

37) What are the critical success factors of this project from a business stakeholder perspective? Not a project, it is ongoing support and maintenance.

38) do you expect that this project covers K-12 and Higher Ed or are there others? Primarily K-12.

39) Can you please let us know if any training needs to be conducted onsite? Remote

40) Please share the number of users to be trained by function and usage. Not applicable.

41) Does NH DOE expect all the work to be done onsite in Concord, NH or can this be done remote to some extent? Remote

42) If remote work can be performed, can any of this be performed from either outside the lower 48 (eg., Hawaii, Alaska, Puerto Rico, etc.,)? or offshore (eg., US Virgin islands)? On shore.

43) Is there a specific budget for this project? No.

44) Do you expect Level 1 through Level 3 support or just vanilla maintenance/ support for this contract? Plain vanilla maintenance/ support.

45) Do you want us to cover only the data processing tier or do you also want us to cover data storage (eg., SANs, NAS, etc.,) and information delivery tiers (eg., websites where any information or reports are published to)? Just data processing and reporting. Looking for someone with data warehouse and data management experience with SQL Server/SSMS, SSIS (SQL Server Integration Services), and SQL Server Reporting Services (SSRS) skills. Tableau knowledge a plus.

46) There is an anticipation that we have to submit price proposal and technical proposal separately. Please confirm. No. All part of the same response, just different sections. See Section 5 - Content and Requirements for a Proposal.

47) What is the size of the overall data repository? Not applicable.

48) Can you please share the number of analytical end users? Not applicable.

49) Have you established a tentative start date for the project? July/Aug

50) Does NH DOE have a page limit for the response? No, but it should be short.

51) Is any local preference for this solicitation? No

52) Is there any SBE/DVBE/MBE, etc. requirement? No.

53) Could you be so kind to provide an extension on the due date of submission? No

54) Can the resources be off-shore? No

55)

56) How many sources are currently feeding the data warehouse? 8-10 major data sources and another 8-10 minor data sources.

57) What are the product versions for SQL Server, SSIS, SSRS and Tableau? SQL Server (2014 & 2017), SSIS (2016), SSRS (2017) and Tableau 2021.4.
58) 3. How many SSIS packages are currently maintained? Approximately 25
59) How many SQL Server stored procedures are currently maintained? Approximately 1,500.
60) What's the volume of data currently stored in the database? 1TB / 15M-20M records.
61) Do you already have a shared process that links person records (match) across sources? Yes
62) Do you already have a shared process that clean and standardize data across sources? Yes
63) Do you already have a shared process to de-identify PII data? Yes
64) Is there known performance issues on the data warehouse/reporting processes currently running? There are some minor issues at peak times.
65) Does the data warehouse model use the Common Education Data Standards (CEDS)? Current warehouse is not CEDS compliant. It will be replaced over the next 2 years with a CEDS compliant data warehouse.
66) What is the average volume of data requests per month? Approximately 50 tickets for support, enhancements, ETL, data requests, and reports.
67) Do you usually have concurrent requests that need to be completed in the same/similar due dates, that may require more than 1 resource per role? Yes
68) Have the data and metrics to support ESEA Section 1201(a) already defined, and data points identified in the data warehouse or will require business analysis before technical implementation? Already has been implemented.
69) How operational support and enhancement work is carried out currently? We utilize JIRA service desk to organize and track the work.
70) What is the current team composition for support and enhancement work? Two senior systems developers.
71) Could you please provide details about different systems available in your ecosystem?
    a. Primary applications feeding the data warehouse
        i. I4see – Student level data collection systems from the school districts
        ii. ESS (Education Statistics System) – District level data from the school district.
        iii. Common Database – Master data management application
    b. Other applications feeding the data warehouse
        i. NHSEIS (Special Education)
        ii. Food & Nutrition
        iii. Adult Education
        iv. Career & Technical Education
        v. Etc…
    c. Warehouse is SQL
    d. Reporting: SSRS and Tableau.
72) Is the current DWH data model aligned with EdFi or CEDS data model or is it custom? Current warehouse is not CEDS or EdFI compliant. It will be replaced over the next 2 years with a CEDS compliant data warehouse.
73) Are there any SLAs that are being met by the existing support team? Yes. Are deliverables are organized around submission and reporting deadlines.
74) Do you have a disaster recovery (DR), data backup process in place? Yes

75) What will be the modes (email/ web calls/ticketing system) of communication with the remote support team? JIRA (ticketing system), web meetings and calls, and email.

76) What will be the knowledge transition plan for the new support vendor? The person would be trained by our two senior developers and would be coached until they master each subject matter area before moving on to the next.

77) Are there system architecture documents and deployment architecture diagrams readily available to the current team? The documentation is limited.

78) How many years of data are currently available in the system? What is the volume of current data and expected growth in percentage terms? Data over 10 years old is archived. We have data back to late 1990's in the current warehouse. Current volume of data is 1TB / 15M-20M records and growth is minor.

79) Who are the main users of this data warehouse solution? Is the system open to the public for viewing the public-facing dashboard? School districts, parents, researchers, programs within the NH DOE, and USDOE. Yes, via iPlatform dashboards created in Tableau.

80) Are there any APMs (Application monitoring tools) being used in the current setup? Yes, this is handled by the DBAs in the State's IT department.

81) What is the frequency of data import from other source systems (real-time/ nightly batches)? Nightly batches.

82) Is there any escalation matrix in place? If yes please provide the details and workflow. Support is handled via alerts and emails.

83) What are the various workstreams (departments) that the new support team will have to interact and liaison with? The person would work primarily with the NHDOE's two senior system developers and the and the State's IT department personnel (DBAs, web support team, etc…)

84) Is there any reporting solution in place currently? Yes. SSRS and Tableau.

85) 17.   Which are the source systems for DWH currently?
   a. Primary applications feeding the data warehouse
         i. I4see – Student level data collection systems from the school districts
         ii. ESS (Education Statistics System) – District level data from the school district.
         iii. Common Database – Master data management application
   b. Other applications feeding the data warehouse
         i. NHSEIS (Special Education)
         ii. Food & Nutrition
         iii. Adult Education
         iv. Career & Technical Education
         v. Etc…

86) Is data inside DWH blended or in silos in different tables coming from multiple source systems? Blended

87) Is Tableau currently being used to create reports? Yes

88) If yes to the above question, who are the users for Tableau reports? School districts, parents, researchers, and programs within the NH DOE.

89) Is NHDOE currently using Tableau Online or Tableau Server or Tableau Desktop? Tableau Server

90) Are reports created in Tableau getting embedded in any application? No

91) How are the current deployment activities executed? Do we have a DevOps environment in place? Handled via JIRA and Harvest (source control)

92) Whether capacity planning (disc utilization, memory utilization, scaling of virtual machines, etc) will be discussed and maintained by the vendor or NHDOE? By NHDOE.

93) What are the RTO (recovery time objective) and RPO(Recovery point objective) for the system? Handle by State's IT department.
94) Service/users/admin accounts of SQL and other software used for the solution that will be managed by the vendor or NHDOE? NHDOE
95) Can you confirm how questions received in the inquiry period will be posted? The questions will be posted on 5/19 in a document where the RFP was posted.
96) Also, is the submission date staying as May 26th with the anticipated award of May 31st? Yes.