



September 22, 2020

ADDENDUM NO. 2

REQUEST FOR PROPOSALS (RFP) # DK2001 – Enterprise Data Warehouse and Business Intelligence Solution

ONE (1) ORIGINAL SIGNATURE HARD COPY AND TWO (2) USB DRIVES OF THE RESPONSE TO BE SUBMITTED

All responses shall be addressed and returned to this location by the due date listed below:

**City Colleges of Chicago
Dawson Technical Institute
Procurement Services
3901 South State Street, Room 102
Chicago, IL 60609
Attention: Debra King, Associate Director**

***Proposal responses must be received no later than 11:00 a.m. local Chicago time, on Friday, September 25, 2020.
Deliveries of proposals are accepted at the rear parking lot building entrance***

The following questions were received within the deadline and not included on Addendum No 1:

Question 1:

Will you consider vendors with a comprehensive approach beyond installing and tweaking data warehousing software, i.e.: Using their pre-built Campus Solution data warehouse:

- Meet with the appropriate users to determine key data definitions, rules and transformations
- Apply these to the pre-built software resulting in an implementation that precisely observes your business practices
- Build the 200 reports to the new BI tool

Answer:

Yes, we are looking for a vendor who will offer a comprehensive approach.

Question 2:

Should the 200 reports be simply translated to the new BI tool to look, feel, and function like the existing reports? Or should we budget time to meet with the appropriate users to determine if some reports should be deprecated, some modified and new ones added?

1. Answer:

We will be reviewing the existing 200 reports to determine how well they meet CCC needs and analyzing usage statistics. We expect that many reports will be eliminated or consolidated, while others will need to be migrated and/or updated, and new reports identified.

Question 3:

Can you help us understand the complexity of your 200 reports so we can estimate the effort? Broadly speaking, how many of these would you classify as simple (e.g. lists of students, classes, etc.), how many as medium (e.g., profiles with key information about students, classes, or instructors based on specific query criteria, and how many as complex (e.g.

enrollment analysis, course summaries including cross-listed courses, etc.)? Can you send us a screenshot and the SQL code for a complex report and similarly for a medium one?

Answer:

Most of the existing 200 reports are simple reports based on the OLAP cube structure and can easily be created by end users using the drag and drop interface. We estimate there are 2 or 3 dozen reports of medium complexity that have been developed by power users and BI admin that cannot be created via our drag and drop interface and require more complex business logic.

Question 4:

Does each College follow its own business practices with rules and data definitions that may be different from another College's, or should we assume one set of rules and definitions for all? Examples of potential differences can be: how students are counted, how different types of instructors are defined, is "one credit" defined the same way for each school, academic group is used to hold department at one school but division at another, etc. If there are differences among Colleges, can you please provide some examples? Is your expectation that the data warehouse must resolve these differences in order to report at the system level?

Answer:

Assume one set of rules and definitions for all. All of the colleges have the same Student Policy manual and use the same student information (Campus Solutions) and other systems (BrightSpace for LMS, for example).

Question 5:

On the pre-bid call, you said that you would prefer to go live with the new system by August 1, 2021. If CCC makes a decision in Jan '21, adding time to complete contract negotiations, secure Board approval, and onboard the CCC and consultant teams, we are well into 2021, compressing the timeline. . Are you open to adapting the go-live date to the mutually agreed project plan? Is there any deadline that must be absolutely observed?

Answer:

Our preferred go live date is August 1, 2021.

Question 6:

Of the following Campus Solutions applications, which ones do you need to incorporate into the data warehouse? Campus Community, Recruiting and Admissions, Student Records, Academic Advisement, Financial Aid, Student Financials, Contributor Relations.

Answer:

We need data from the following Campus Solution applications: Admission, Enrollment, Financial Aid, Student Financials.

Question 7:

Within these applications, can you tell us which business process areas you need? For example, demographics from Campus Community; enrollment, student outcomes from Student Records; student account balances, payments, refunds from Student Financials; ISIR, award activity, loans from Financial Aid, etc. Are some areas higher priority than others?"

Answer:

For the first phase, we would like to concentrate on the student enrollment, outcomes from Student Records. The second phase will be our LMS data (Bright space). Everything else will come in later phases.

Question 8:

Are there functional users in addition to Decision Support whom we should engage to understand CCC's data definitions, rules, transformations, etc.? Additional users could include selected Registrars, Associate Deans, etc.? How many users do you expect we would need to meet with to collect requirements?

Answer:

CCC will have a committee setup with representatives from each functional area to help us with the new implementation.

Question 9:

Will any data conversion be required as part of the migration to the new solution? If so, what is the scope of the data conversion?

Answer:

We currently have student enrollment data in our data warehouse. We will need to recreate that in the new system so the ETL can process the data correctly.

Question 10:

To what extent have you customized the current DW to fit your needs? Can you provide some examples, e.g. data definitions, business rules for counting, transformations, etc.

Answer:

The Daily Enrollment cube was adopted to the CCC needs, where about 70 dimensions and 30 measures were created.

Question 11:

These are difficult times for Higher Education. If a proposal comes in with a similar price point as your current system, how confident are you that it will be funded?

Answer:

CCC is seeking vendors who will scope the deliverables required by the RFP and provide the best value and price. Vendors are encouraged to submit a cost proposal reflective of the cost of their solution and implementation.

Question 12:

BI licenses:

- How many users will create BI objects such as dashboards and reports? (This would be the role with all privileges) <5
- How many users will be power users? (This role has fewer privileges than above, but more than consumer role below) about 30
- How many will just open and run reports, e.g. the consumer role? about 1,500
- How many users do you expect to access the BI solution concurrently? About 100

Question 13:

How many users get their information from your DW/BI system now? Of these, how many do you consider regular or frequent users across all the roles above, vs. casual users who login just a few times per year

Answer:

Currently we have over 3,000 users in our DW/BI system. Approximately 250 active users and 400 casual users (access the system when needed).

Question 14:

Will CCC's HPE ProLiant server be committed to running the DW load each night or will there be other processes competing for resources?

Answer:

We will have our dedicated BI server running ETL nightly and should not have other activities on the server that competing for resources.

Question 15:

How much of a window will there be for running the nightly load and what key factors impact this window?

Answer:

We have 8-hour window to run ETL processes each night.

Question 16:

Are you aware of any recurring database, networking or other system issues that could substantially impact nightly load performance?

Answer:

We are not aware of any problems. ETL processes are stable.

Question 17:

Are you running any incremental loads now?

Answer:

No, we run full loads each night.

Question 18:

Will the Campus Solutions and Brightspace data need any significant cleansing or are data that are incomplete, inaccurate, etc. largely resolved in the Campus Solutions source system? Similarly, for Brightspace?

Answer:

The Campus Solution doesn't need any significant data cleansing. We only encountered minor data issue from time to time.

The Brightspace data is still new to us. We will have review the data in detail before we can bring it in. This will be in our second phase.

Question 19:

Are you currently using the Brightspace data warehouse?

Answer:

No, for pilot purposes only.

Question 20:

How do you integrate the Campus Solutions application with Brightspace?

Answer:

We don't yet have any requirements to integrate two systems in our DW/BI system.

Question 21:

We assume that we do not need to license MS SQL and SSIS in the proposal because CCC already carries the appropriate enterprise license. Is this correct?

Answer:

Yes, CCC will be responsible for the SQL Server enterprise licenses.

Question 22:

Are there particular parts of the projects that you anticipate must be completed on-site versus via teleconference or remote work?

Answer:

Due to the unknown future conditions, CCC and vendor implementation teams will have to adopt a flexible work system where everyone will be protected. If the entire project is carried out remotely, CCC would like to understand the potential risks.

Question 23:

Insurance: The CCC RFP calls for Commercial Liability, E&O and Cyber Liability coverage at not less than \$5M. Our clients typically require \$1M, and in some cases \$2M. Will you consider bids with lower insurance coverage?

Answer:

No

Question 24:

In section 4.1, the participation goals for MBE and WBE are a minimum of respectively 25% and 7% of **total contract value**. We assume this means the percentages you outline are of the total including the DW license, BI license and Consulting. Is this correct?

Answer:

Per Section 4, item 4.1 the goals apply to the total contract value.

END OF ADDENDUM

Please acknowledge receipt of all Addenda in your proposal responses.