**Question and Answers RFP 020811**

1. Can the work for this RFP be performed off-site or has it to be on-site only?

**Answer: The work can be performed off site but some of the meetings will need to be face to face.**

1. I would like to get a clarification from you regarding “Personal Service SSDW Consultant”, (I have my company registered and operating in the State of PA but recently I relocated to State of WA) – the minimum Qualifications clause 1 states, Proposer shall be licensed to perform work in Washington State, what I am trying to understand is do I need to transfer and register my company here in the State of WA in order to bid for this project? Or can I submit the proposal without Washington State License?

**Answer: As stated in the RFP, the winning vendor must be licensed to do business in the State of Washington or provide a commitment that it will become licensed in Washington within thirty days of being selected as the Apparently Successful Contractor.**

1. I am reviewing the referenced project that was posted to WEBS. I see from your website there was another similar project posted. Can you clarify if project posted to WEBS is a separate or replacement project:

**Answer: This is a replacement project. The project RFP 122210 was not awarded and has been deleted from our website.**

1. The RFP explicitly states that $30,000 is the ceiling for this project.  Is this the amount for the entire 3 deliverables, or does it also include ongoing support for SSDW for the entire year, and integrating other data sources that will be available after SSDW launches?  And if the ongoing support is not included, should the bidder include such cost in the proposal?

**Answer: The $30,000 is the amount for the three stated deliverables including training the training, see section 2.15. It does not include ongoing support.**

1. The RFP states that the contract can be extended for two one-year period.  Will the cost for the contract extension be negotiated at the extension date?

**Answer: Yes, the extension would be negotiated.**

1. Out of all the data sources listed in section 1.2, is only the data sources that are listed “In Place” in scope for the project?

**Answer: The data sources listed as “in place, deploying or future” will need to be included in the scope of this project under the $30,000 including the faculty interface.**

1. Is integration with school’s existing SharePoint site a mandatory requirement, or is it acceptable to have the website to provide the functionality?

**Answer: The use of SharePoint is not mandatory but desirable**

1. For submission of proposal, can the vendor submit the proposal via electronic format only, or does the vendor need to submit the proposal via hard copy and electronic format?

**Answer: Electronic is fine**

1. Has BBCC decided if there will be a conference call on Feb 18th? **SEE ITEM 36**

**Answer: TBD, but as stated in the RFP, “If a conference call is arranged to answer inquiries in depth, all vendors wishing to submit a proposals will be required to participate and must email that request to the RFP Coordinator by February 18, 2011. THIS IS A MANDATORY CONFERENCE CALL.**

1. Did BBCC work with any IT vendor in preparing the RFP?  And if yes, is the IT vendor participating in the RFP?

**Answer: No**

1. What exactly is included in the scope for “training for institutional research team”?  The RFP mentions training the institutional research team in SQL Reporting Services and writing TSQL.  Does this mean the vendor needs to show the research team how to use the pre-defined/parameterized reports, or does this mean the vendor will have to actually teach how to perform TSQL queries and program MS  SQL Reporting services?  Are the search team members IT savvy or more academia-focused?  And how many people will need to be trained?  What is the success criterion for this requirement?

**Answer: Three people will need to be trained in using SRRS using TSQL or SSIS against the newly developed data warehouse. The success criteria will be measured by the trainees.**

1. Several of the database listed in page 5 are listed as “UI design and build required”.  Who will be designing these UIs?  Are the database already designed for these?  And are these database included in this RFP’s scope?

**Answer: All of this is to be a part of the work as described in the RFP. Some database design is done but none of the UI is.**

13. What type of database server is the database listed on page 5 running on?  Are they all MS SQL servers?

**Answer: All servers are running MS SQL**.

1. Is Early Alert System a by-product of the vendor creating a data export to BBCC’s existing CRM system, or is EAS a brand new website/database that needs to be created from scratch?

**Answer: EAS is a by-product of the CRM system and is intended as deliverable to the RFP.**

1. The RFP mentions integrating into the existing BBCC’s Active Directory.  Is it acceptable to let BBCC’s Active Directory maintain all the access roles and user types for the new SSDW system, thus eliminating the need to create user accounts and roles within SSDW.

**Answer: Yes, this would be the preferred approach.**

1. The Hardware Interface requirement on page 8  (1.d) requires accessibility on “MAC and PC platform”.  We are assuming this simply mean that SSDW needs to be compatible with browsers on MAC and PC, correct?

**Answer: The UI needs to be compatible with browsers that run on either a Mac or PC.**

1. As the system will be internally hosted by BBCC, can the vendor assume that the required “load balancing” and backup will be performed by BBCC’s own IT staff?

**Answer: Yes**

1. For the technical proposal, what is the difference between the references for 3.3.B.3 and references for 3.3.D?

**Answer: Section 3.3 B,3 – list of contracts that the Consultant has had during the last five years that relate to the Consultant’s ability to perform the services needed under this RFP. Section 3.3, D -the list of three business references with the relevant information stated in the RFP. In some instances, not all contracts would be listed as references.**

1. Question regarding delivery of proposals. Are both hard and soft copies required?

**Answer: No, both are not required; see section 2.3 of the RFP**

1. A very similar RFP had been issued for this project in December. Is there anything we should know about the re-issue of the RFP?

**Answer: No, just read the RFP carefully.**

1. Please provide schema definitions and data dictionaries for the data sources that are required to feed the SSDW (Operational Data Store Student Information, Math Lab Tracking Database etc as listed on pages 4 and 5 of the RFP). Are these data sources all SQL Server databases?

**Answer: These definitions will be provided to the apparent successful vendor. All data sources are on MS SQL server.**

1. The RFP indicates that some of the databases require a UI design and build. Is the UI design and build within scope of this RFP? Also are the databases that are in deployment and planning status in scope as data sources for this project?

**Answer: UI design is in the scope of the project and all data bases described as in place, deploying and future are within the scope of the RFP.**

23. What is the current quality of data in the data sources? Will there be a level of data scrubbing required as part of the ETLs? How frequently does the data in the sources change?

**Answer: None or very little scrubbing will be required.**

24. What is the current and projected size of the data required to feed the SSDW by data source? What is the current and projected number of users of the SSDW and EAS systems by role?

**Answer: The size of data projected in this project is undetermined at this time. The vendor will work with college project team to better understand this. None of the data sources will be too large in volume. Users on the SSDW will be from 3 to 7 and EAS users will be from 5 to 20.**

25. Does the training plan require staff training on the fundamentals of T-SQL, SQL Server Integration Services and Reporting Services and Microsoft Dynamics CRM? Or is the training to be on the planned SSDW and EAS with the goal of having staff be able to create ad-hoc reports and queries in those systems?

**Answer: These are two separate components of training. The SSDW training will be as described, from ground zero to the ability to write and produce reports against the SSDW. The CRM training will be end user training regarding the work flow and triggers as designed.**

26. Can a list of the top 10 mandatory reports for SSDW along with their variables and other details be provided?

**Answer: The reports listed on page five of the RFP section 1.2 are an example of the type of reports needed from the SSDW.**

27. Early Alert System: Faculty Interface: What is the average roster size that a faculty updates?

**Answer: 18 students**

28. Early Alert System: Is it possible to provide more details on several of the top priority use cases for the workflow rubric and message trigger system?

**Answer: All use cases are described in the RFP**

29. Early Alert System: Can a list of 5 of the top priority reports for EAS along with their variables and other details be provided?

**Answer: Reporting is not the priority of EAS that will reside on the SSDW.**

30. Is Big Bend Community College requiring Microsoft Dynamics CRM for the EAS (page 16 of 26 indicates that Microsoft Dynamics CRM will be installed and configured)?

**Answer: MS Dynamics is preferred.**

31 Will remote access to Big Bend Community College’s development IT infrastructure be available to the consultants?

**Answer: Yes**

32. Availability and involvement of key staff members is crucial to the success of this project. The project will need staff from the appropriate end-user groups for use case refinement, approval and beta testing. What is the FTE staff commitment assigned to this project and what will their functional roles and participation be?

**Answer: The commitments will be negotiated with the apparent successful vendor.**

33. What CRM package are you selecting?

**Answer: MS Dynamics is preferred.**

34. Can we recommend additional software for your Data Modeling Tool or do you have any available?

**Answer: You can recommend and the only available are SQL reporting services and some Dundas tools.**

35. Please clarify meaning of Deliverable Two

**Answer: Deliverable number two is explained in greater detail as the Early Alert System on page 5, section 1.2.**

1. The **mandatory** conference call will take place Monday, February 21, 2011 at 10:00 am PST. It is **not** a holiday for the college. Vendors that want to submit a proposal must participate in this mandatory conference call. **The phone number to call is 360-407-3780, PIN code: 653034#.**