# The MI School Data Portal Redesign Questions and Responses

The following document includes all questions and responses regarding the MI School Data Portal Redesign RFP issued on July 27, 2018 and the proposal is due on August 22, 2018. Send your inquiries to CEPI@Michigan.gov and include in the subject line "RFP Question - Attn: Roderick Bernosky". Please copy Tim Davis (tim.davis@kresa.org) with all questions. Vendors may not contact other CEPI or Kalamazoo RESA staff directly (by phone or in person) during this RFP process.

## As of 7/30/18

1.  Question: Can you please provide more details about the item due on August 3rd? "Notification of participation on the technical assistance teleconference must be received.

    Answer: It is so you can notify us that you plan to participate in the technical assistance teleconference on August 8th, 2018. We want to make sure we get all the interested parties involved and this is just for us to make sure.

2.  Question: Will a demo username and password be provide to login the system?

    Answer: No demo logins will be given to RFP participants.  The public facing portion of the site will give you the information you will need to have a good feel for the site and what it can produce.

3.  Question: Can you please explain in more detail what the " Technical Assistance Teleconference" will include?

    Answer: The Technical Assistance call is to give the vendors an opportunity to ask technical questions on how to respond to the RFP. The teleconference is not to provide answers to the RFP scope/purpose unless we were unclear or provided contradictory information.

4.  Question: Assuming the Technical Assistance Teleconference provides more information about the existing tool and scope of the project. Is it possible to extend the question due date after this teleconference happens in case questions arise from the teleconference?

    Answer: We will be answering technical questions on how the vendors are to respond to the RFP, and we will not extend the question due date to after the teleconference.

## As of 8/6/18

1.  Question: Regarding the information requested on pages 28 and 29 of the RFP document, does that need to be added as a page in our response?

    Answer: Yes, please add that as a page in the response. Thank you for the question.

2.  Question: Is there a plan to utilize cloud technology, either initially or in the future

    Answer: It depends on the solution proposed.

3.  Question: Will the technical assistance teleconference cover the technical specifications of the RFP/project? (ie requirements and deliverables of the project) Or will it cover the proposal process?

Answer: The purpose of the technical assistance call would be to answer technical questions on how to respond to the RFP and clarify any unclear statements made in the RFP.

4.  Question: The RFP calls out MiLogin, is it correct to assume that the public facing site will not be behind MiLogin?

    Answer:  Yes, that is a correct assumption.

5.  Question: Does the site need to be both behind MiLogin and act as a Single Sign on for other sites?

    Answer: No, MI School Data will not act as a Single Sign on for other sites. MiLogin will be the authentication for MI School Data and the other sites.

6.  Question: Is it a correct assumption that the site will be hosted on the SOM's Next Generation Digital Infrastructure (NGDI)?

    Answer: No, it depends on the solution proposed.

7.  Question: What time on Wednesday, August 8th is the Technical Assistance conference call?

    Answer: The date and time of the call is now being moved to August 14th at 3:00 pm.

8.  Question: When and how will vendors receive the call-in information for the Technical Assistance conference call? The call in information is as follows:

    Answer: Zoom meeting: https://midatahub.zoom.us/j/177159983

    Phone Number: US: +1 669 900 6833  or +1 646 876 9923  or +1 877 853 5247  (Toll Free) or +1 877 369 0926 (Toll Free)  **Meeting ID: 177 159 983**

## As of 8/7/18

1.  Question: Has the Michigan School Data Team researched any single COTS package that delivers all the requirements of the RFP?

    Answer: No, the MI School Data Team has not researched specific COTS packages that deliver all the requirements of the RFP.

2.  Question: Is 1-year maintenance support required as part of the original scope and pricing?  If so, how would you like that pricing presented?

    Answer: Yes, this is part of the original scope and pricing. Present the price as Time and Materials.

3.  Question: In Appendix A, Tab A5-Vendor Questionnaire in the Excel sheet asks for 3 references in the last 12 months. In RFP document Page-7, it also asks for 3 references in the last 3 years.  Is it the same request? Please clarify.

    Answer: Yes, it is the same request, the intention is for three references in the last three years.

4. Question: In Appendix A, Tab A6-Pricing and Hours Detail, line 6 is asking for the dollar cost of the Performance Bond.  Is the direction to list the vendor's bond cost for the Performance Bond insurance? Please clarify. Yes, you need a bond, and how much does it cost? Look for amount in the lang of RFP- only other thing on Per bond- if change orders, the need for normalization of bid costs, is sometimes ask for what is their bonding cost – cost per $1K of contract or percentage of the bonding cost.

   Answer: Yes, to confirm that you have a performance bond. Yes, we will require that they tell us that they have a cost for a performance bond, and what that cost will be.  The vendor will need to tell us how much the performance bond costs and is it the total cost of the bond in a percentage of the project, or total cost of the project.  Performance bond costs may determine if we see a need to have one.

5. Question: The pricing worksheet only includes vendor service costs based on hours and hourly rates of vendor resource roles (PM, developer, BA, etc..).  Is it a fair assumption that the State of Michigan will host the solution and incur all hosting, software license and hardware costs?

   Answer: No, the state may or may not host the solution depending on the chosen design. The state will incur all hosting, software license and hardware costs if the state hosts the solution.

6. Question: Are there particular pain points with the current mischooldata.org website that the proposed solution is trying to solve?

   Answer: The "Goals and Objectives" section that starts on page 16 sums up what we are trying to achieve.

7. Question: What is the final proposal drop-off time on 8/22/2018?

   Answer: 4PM.

8. Question: Regarding RFP Page 5 e)Data Migration, will you please provide a total list of all data elements needed for the new Data Portal?

   Answer: Please see our search feature for the latest list of reports: https://www.mischooldata.org/HelpAndSupport2/SearchForReports.aspx. This represents the current list of data elements. Any new elements will be determined during user/customer interviews for requirements enhancements.

9. Question: Regarding RFP Page 5 e)Data Migration, are we extracting data for the migration from the Michigan DataHub only - 1 source system?

   Answer: Multiple sources – Main sources are the Michigan School Longitudinal Data System, Michigan Data Hubs and other state data gathering applications.

10. Question: Regarding RFP Page 5 e)Data Migration, how many years of data is expected for the data migration?

    Answer: Average of 10 years per data element.

11. Question: Regarding RFP Page 5 e)Data Migration, do you have an estimate of size of this data set for the data migration?

Answer: Current size of our production database is 485Gb.

12. Question: Regarding RFP Page 6 & Appendix A, there are several forms to be signed and notarized in Appendix A.  We will return these forms as part of Section I of our proposal response in PDF (per page 6 of the RFP).  When we return Appendix A as well (as an Excel file), should those pages just remain blank? Or should we fill them in (minus the signature and notary)?

    Answer: Bidders are to provide signed and notarized versions of all required forms in their original hardcopy proposal, additional hardcopies can include photocopies of the required forms. The electronic copy must include complete versions of all required forms; however, signatures are not required. Note that Appendix A is required to be provided in Excel format in your electronic copy. Also note that it is the bidder's responsibility to ensure that all copies of their proposals are identical to the original bid (excepting signatures and notarization as described above).

13. Question: Regarding RFP page 8, the RFP states, "KRESA may require the selected vendor to provide a performance bond upon award of the contract."  When/how will the decision be made to require a performance bond?

    Answer: The determination of whether to require a performance bond will be made during the proposal evaluation process at KRESA's discretion.

14. Question: Regarding Appendix A, Sheet 6 - There is a line item for the cost of the performance bond.  May we leave this blank for now as we will not know if one is needed until award? Or should we fill it in with an estimate of cost of the performance bond?

    Answer: Bidders are to required provide performance bond costs in their proposals, to be based on the total proposed contract amount in their bid.

15. Question: Regarding Appendix A, Sheet 6 - Is there any flexibility in the pricing sheet format?  May we present our pricing model in a different format?

    Answer: We prefer the pricing sheet format with our without some customization. But you may present your pricing model in your own format as well.

16. Question: Regarding RFP Page 20 - Is the list of systems/platforms in the "Current Technical/Business Environment" provided for informational purposes?

    Answer:  This is for information purposes.

17. Question: [continuation from previous] Or is it requirement to use the same systems? (eg. "SQL Server 2014")

    Answer: It is not a requirement to use the same systems.

18. Question: Regarding RFP Page 21, is the proposed information architecture of the new site (in the diagram) final? Would CEPI be willing to work with vendor to redesign the flow?

    Answer: Yes, CEPI is willing to listen to, and work with vendors that have alternative solutions.

19. Question: Regarding RFP Page 22 06.5, which sections of the data sets are expected to be behind authentication/authorization and which will be available to the public?

Answer: Data sets are available to both public and secured users. The publicly available data sets are "suppressed" using disclosure avoidance rules to maintain compliance with FERPA. Behind secured login, unsuppressed data is visible as are student level drill downs in some cases.

20. Question: Regarding RFP Page 234 M1.3, how often will data be refreshed in the system?

    Answer: Data are refreshed as new data come in throughout the year. Some datasets are refreshed more frequently than others.

21. Question: Regarding RFP pages 21-27 & Appendix A Sheet 7, we will provide the required information for the detailed technical requirements tables in our Excel file for Appendix A Sheet 7.  If we are proposing an alternative, do you want us to also include the detailed technical requirements tables in the proposal narrative?

    Answer: Yes.

22. Question: [continuation from previous] If so, where should the tables be included in the proposal response?

    Answer: Create a new tab in the spreadsheet and mark it as alternative

23. Question: Regarding RFP Page 28, we will fill out the pricing form in Appendix A Sheet 6. Should we include our pricing narrative in the proposal narrative document?

    Answer: Yes.

24. Question: May we include it at the end as Section J (after the forms in Section I)?

    Answer: Yes.

25. Question: Regarding RFP Pages 28 & 29, we will include these pages as the Cover Sheet of our proposal. Is that the correct place?

    Answer: That is acceptable.

## As of 8/9/18

1. Question: Regarding Customer Research, what type of research has already been completed or will be made available to support this project?

   Answer: Research will be conducted during the course of the project. No research is available now.

2. Question: Regarding Customer Research, who are their users today and how are they using the tool and is it different by device?

   Answer: Users include but are not limited to; students, parents, researchers, teachers, counsellors, administrators and legislators.

3. Question: Regarding Customer Research, has segmentation been defined and will prioritized uses cases/needs be provided or should this work be part of the Discovery?

Answer: This will be part of discovery.

4.  Question: Regarding Customer Research, who are the "entity types" who are able to login to the site.

    Answer: At the ISD level, access is granted to individuals associated with districts and schools underneath that ISD explore the secured data.

5.  Question: Regarding Customer Research, will we have access to pool of "users" to facilitate both discovery user interviews as well as usability testing, or will we need to recruit participants?

    Answer: Both. We have a pool of users that we frequently ask questions, but we will also want to assemble new group that span a diversity of demographics to ensure we are serving all of our potential customers.

6.  Question: Regarding Branding, are there existing brand guidelines and/or brand architecture that define the relationships between Center for Educational Performance and Information (CEPI) and MI School Data?

    Answer: We have a branding standards document shared on MISchoolData website with the answers to questions. On the MISchoolData site under: MI School Data under Help ==> In The Works.

7.  Question: Regarding UX/UI, are you looking for a user guided overhaul of the site (full Understand and Concept phase...) or just improved UI/UX?

    Answer: We have no specific designation for scope of the improvement. We will consider an overhaul or improved interfaces as solutions.

8.  Question: Regarding UX/UI, are you looking for mobile first design?

    Answer: We want Mobile functionality for the site but it is not the top priority for presentation. Most of our traffic is through desktop and tablet.

9.  Question: Regarding UX/UI, are there needs for designs for expanded data types?

    Answer:  Yes.

10. Question: Regarding UX/UI, what is the perceived use of data via a mobile device?

    Answer: Quick references by our users to research facts "on the go". But not the main interaction method per our web analytics.

11. Question: Regarding UX/UI, should the system be saving "defaults" for people to perform searches?

    Answer: Yes.

12. Question: Regarding Data/Analytics, what is your current learning plan for your site/portal?  Key Performance Objectives (KPO) and Key Performance Indicators  (KPI) We study are Web Analytics monthly by snapshot and by trend views.

    Answer: We currently have no objectives set. Our indicators include: Daily visits, Referred/Direct visits, Downloaded files, Pages viewed, Devices Used, Browsers Used, Reports Downloaded, User Count Trend,

Pageview Counts Trend, Visits Count Trend, Report Downloads Trend, Devices Trend.

13. Question: What PowerBI version is currently owned or utilized with this existing platform? (Cloud, Premium, Power BI Server).

    Answer: Currently we leverage Power BI Desktop to publish to Cloud (Power BI Pro)

14. Question: What PowerBI version is currently owned or utilized with this existing platform? (Cloud, Premium, Power BI Server)

    Answer: Currently we leverage Power BI Desktop to publish to Cloud (Power BI Pro). However this model could evolve in the future if we choose to grow towards a more embedded Power BI platform enabling secure data usage.

    Here is the current Desktop version:



Current online version: (Power BI Pro)



Future enhancements could include Power BI SharePoint or Power BI Embedded.

14. Question: Regarding Section: Proposal Format (5), please advise if a roadmap is needed for off-the-shelf software included in the proposed solution.

    Answer: Yes, if it is something our team will need to understand for navigation, facilitation, or just general understanding of the project, yes.

15. Question: Regarding Section: Final Acceptance of the System, will targets be defined for performance, functional competence, capacity, availability, training, and documentation?

    Answer: These measurables will be determined during contract negotiations. Please apply your own standards for your proposal submission.

16. Question: Regarding Section: Project Scope (first paragraph), the system calls for secure specific report data and public data. Will these systems/do these systems and data need to be physically separate?

    Answer: No, a solution does not require the data be physically separate.

17. Question: Regarding Section: Goals and Objectives (4e), how many new data sources will need to be added?

    Answer: This has not been determined, please estimate based on one data source.

18. Question: [continuation from previous] What methods are provided for extracting the data from these new sources?

    Answer: The data are stored in SQL Server tables presently.

19. Question: Regarding Section: Goals and Objectives (2), how often would users access the story layer, and will that access include interactivity with the data?

    Answer: The public facing site currently receives 1,900 visitors a day interacting with the data so that should be used as a rough estimate.

20. Question: Regarding Section: Goals and Objectives (3), what is considered "rapid"? What are the specific uptime requirements? "24/7" with "intermittent" dev/maintenance periods as referenced on page 20, but how is this defined?

    Answer: Rapid, in this instance, would mean a reasonable amount of time from a user's perspective to return a result. 24/7 with intermittent dev/maintenance periods are defined as communicated and are well known downtimes agreed upon by affected parties.

21. Question: Regarding Section: Goals and Objectives (4 - bullet 7), who is currently responsible for publishing content and what is the current benchmark for time to develop and deliver that a decrease will be measured against?

Answer: CEPI and DTMB are currently responsible for publishing content. Please provide the estimated development and delivery time for your chosen solution.

22. Question: [continuation from above] Are there specific examples that can be provided for "more sophisticated data visualizations and dashboards"?

    Answer:  No specific examples can be provided. Please refer to the current MI School Data site for the current state and view other data visualization and statistics sites in the industry for possible suggestions.

23. Question: Regarding Section: Project Background and Current Environment, for the Data Layer, how often are sources updated? Are there differing cadences for different types of data? Who monitors/manages these processes?

    Answer: Most metrics are updated annually but data are refreshed as new data come in throughout the year. Some datasets are refreshed more frequently than others. Data associated with directly with our School/District/ISD structures are updated 3 times a year. CEPI has a team of analysts monitoring and testing the data loads and a DTMB DBA team to create/update/load the database.

24. Question: Regarding Section: Website Traffic, which month is the "Peak Month"?

    Answer: August/September – Release of Assessment Data.

25. Question: Regarding Section: Website Traffic, of the anticipated ~1700 visits per day, how many users are 'known' and need to be provisioned and authorized in the system?  How many will be 'unknown' true public users?

    Answer:  We currently have roughly 350K unique users per year. We have roughly 4,500 users that have secure login access.

26. Question: The RFP shows an Average Daily Visits of 1764 with a peak of 19000.  Do those numbers represent unique visitors?  Please explain what causes the average to jump to a peak of over 19000.

    Answer: Yes, these numbers represent unique visitors. Release of high stakes data cause the jump since it is usually accompanied by a Press Release. Most data releases do not have a press announcement.

27. Question: Devices Used – Is the current breakdown of device usage considered stable, or is there a trend towards more mobile/Tablet users?

    Answer: These numbers have been stable.

28. Question: Regarding Section: Current Technical/Business Environment, are all current database servers currently using SQL Server 2014?

    Answer: Yes

29. Question: Regarding Section: Overall Requirements (O6.5), could the Data Display Suppression Rules be provided?

    Answer: Yes, the current rules can be provided but we are looking to move towards complementary suppression using some more sophisticated techniques that have yet to be determined. Proposals that include solutions for this will be considered. We are looking for a solution that is capable of applying complex disclosure avoidance techniques including cell suppression, complementary suppression, blurring, top/bottom coding, ranges and aggregation according to cell values meeting various boundaries and thresholds for a particular dataset. We aren't really certain where we want to be or how we are going to get there. Vendors should be familiar with basic and advanced disclosure avoidance techniques.

30.

31. Question: Who manages the differing user access permissions and where are they maintained? Is this separate from the user authentication process?

    Answer: CEPI provides access to high-level district users who then maintain access for the rest of their district users. User authentication will be MILogin which is separate from the authorization process.

32. Question: Regarding Section: Overall Requirements (O6.5.1) and Single Sign-On (SSO), how does MI Login work? - is this OAuth, LDAP, etc?

    Answer: The way we currently implemented MiLogin in other environments is using request headers and IP validation.

33. Question: When will transition to the new MI Login SSO be complete?

    Answer: The intention is that the transition to MILogin for the MISchoolData site will be completed within this project.

34. Question: Regarding Section: Overall Requirements (O6.7), are there any specific figures to help describe the growing volume of data requests and project the trend in coming years?

    Answer: No specific figures.

35. Question: Regarding Section: Overall Requirements (O6.8), which standards would be targeted for data extracts and services?

    Answer: Common Education Data Standards (CEDS) and Ed-Fi for services are being targeted for these systems.

36. Question: Regarding Section: Overall Requirements (O6.9), would this entail users creating new graphs/charts, or just adding existing reporting visualizations to a custom "dashboard"?

    Answer: Adding existing reporting visualization to a custom dashboard but proposed solutions that offer

more will be considered.

37. Question: Would these be for the use of the creating user, or would they be shareable?

    Answer: Creation for the user but proposed solutions that offer more will be considered.

38. Question: Regarding Section: Overall Requirements (O6.10), should all users or only a subset be able to save settings and recent selections for future visits to MI School Data?

    Answer: All users should be able to save settings and recent selections.

39. Question: Regarding Section: Overall Requirements (O6.14), is a messaging/ticketing system needed for "Train-the-Trainer Support"?

    Answer: Not needed. We are willing to consider if included in your submission.

40. Question: Regarding Section: Overall Requirements (M1.11), can branding guidelines be provided for MI School Data and CEPI?

    Answer: See MI School Data Help => In The Works. Document name – CEPI Brand Guide.

41. Question: Regarding Section: Overall Requirements (3. Role Based Data Displays), does user research currently exist and if so, can it be provided?

    Answer:  No this does not currently exist.

42. Question: Will KRESA coordinate access to users for further user research?

    Answer: KRESA will assist in coordinating users for research.

43. Question: The user community of MI School Data appears to be quite diverse.  Please provide a count of users that will:

    Answer: We do not have specific counts for the level of knowledge you are asking for below. We can provide that we have approximately 350K unique users per year. About 4,500 have secure login credentials.
    a. Know the data deeply - able to query tables in context - and build reports based on this knowledge –
       Answer: Cannot provide.
    b. Know about the data but rely on others to set up connections to it.  These users may build new reports, edit existing, or simply interact to gain insights. –
       Answer: Cannot provide.
    c. Know the needs, but not build new content.  They will find answers to questions through by slicing and drilling into existing reports. –

Answer: Cannot provide.

44. Question: Regarding Section: Overall Requirements (R3.3), who defines what role a user is taking? Is this determined by the user or by the UX selected by a site visitor?

    Answer: The UX selected by a site visitor except for secure-side access where the administrator decides the role.

45. Question: Regarding Section: Overall Requirements (I4.2), should we target a specific usability standard?

    Answer: No, you may select the usability standard you normally provide.

46. Question: Regarding Section: Overall Requirements (I4.5), is audible text-to-speech envisioned for the narration?
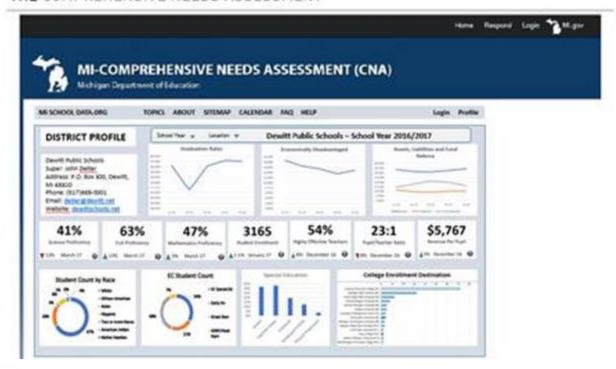
    Answer: Yes, to facilitate ADA compliance

47. Question: Regarding Section: Overall Requirements (A5.3), does a support desk/ticketing system already exist or does one need to be created as part of this project?

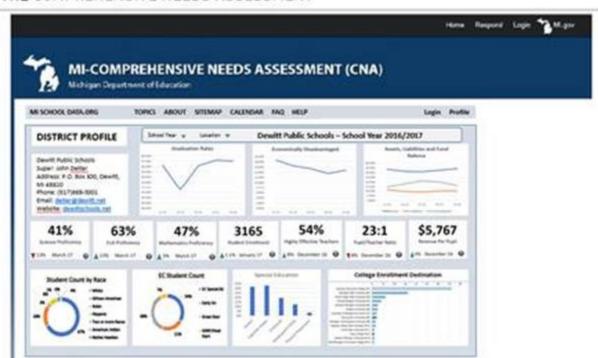    Answer: No, a support desk/ticketing system does not need to be created during this project.

48. Question: Regarding Section: Appendix B, could a copy of the Comprehensive Needs Assessment be provided and an example school improvement plan?

    Answer: No CNA examples exist. Below is a mock-up of a "Dashboard" that was labelled an example of a possible tool. Keep in mind we are considering all designs.

THE COMPREHENSIVE NEEDS ASSESSMENT



THE COMPREHENSIVE NEEDS ASSESSMENT



49. Question: Is the deadline of August 3, 2018 for Intent to Bid pushed back to the 10th since the Technical Assistance Teleconference was delayed by a week.

Answer: You may attend the Technical Assistance Teleconference and bid on the redesign. We will accept

new bidders up until the actual call.

50. Question: Can vendors not in the MI Bid Network and who might receive a copy of the RFP from other means bid on the MI School Data Portal Redesign?

    Answer: All vendors may bid. The link to the invitation by Kalamazoo is: https://www.bid4michigan.com/Bids/ViewOpenSolicitations.asp#

51. Question: How many business users and how many administrators will need to be trained?

    Answer: Macomb ISD administers all training.

52. Question: Regarding Reference Page 24, Requirement #M1.2, Saved reports or functionalities: Is this functionality (including M1.21, M1.22 and M1.23) expected for unnamed public users who are not named users coming from school districts, district offices, CEPI, MDE and other related organizations?

    Answer: Yes, any public user should have these abilities.

53. Question: How many total users are estimated to access the secure reports?

    Answer: We have 4,500 active sign-on accounts associated with our Secure Sign-On functionality.

54. Question: How many total users are estimated to access the open (non-secure) reports

    Answer: We have a total usership over a 12-month period of roughly 350,000 unique users

55. Question: How many concurrent users are estimated to access the secure reports?

    Answer: At our peak, we have an average concurrent access volume of 2020 users. This is secure users and non-secure users combined.

56. Question: How many concurrent are estimated to access the open (non-secure) reports?

    Answer: At our peak, we have an average concurrent access volume of 2020 users. This is secure users and non-secure users combined.

57. Question: What is the total size (MB/GB/TB) of data?

    Answer: 485Gb

58. Question: How many environments are required? (For example, development, test, and/or production?) MI School Data currently operates with

    Answer: Development, Test, Test-Maintenance and Production environments.

59. Question: Will the secure data and reports need to be separated into a different environment from the non-secure data and reports?

    Answer: No, they can exist in the same environments.

60. Question: [continuation of previous] Or can the secure and non-secure data and reports be co-located with security controls?

    Answer: Yes, they can be co-located.

61. Question: Will Michigan DoE or KRESA be the signatory executing the licensing and services agreement?

    Answer: The State of Michigan along with its partners will execute licenses and services agreements.

62. Question: Page #8 of the RFP states "KRESA may require the selected vendor to provide a performance bond upon award of the contract." However, [Appendix A] Tab A1 Proposal Summary requests the Performance Bond cost. What is the expectation for a bond at proposal response submission?

    Answer: The determination of whether to require a performance bond will be made during the proposal evaluation process at KRESA's discretion. Bidders are to required provide performance bond costs in their proposals, to be based on the total proposed contract amount in their bid.

63. Question: Will MI DoE award one vendor or multiple vendors?

    Answer: A single, or multiple vendors is possible.

## As of 8/10/18

1. Question: The detailed requirements table beginning on page 21 does not appear to specify a specific technology stack but invites bidders to propose appropriate solutions.  The current technologies in place (p.20) include a number of Microsoft specific tools. Will CEPI consider a proposal for the new data architecture and public website that does not use the ASP.net Development platform.

    Answer: Yes, CEPI will consider all proposals, regardless of platform.

2. Question: Was this RFP sent to select respondents of the RFI only, or to others as well?  Is it available for any firm to bid on?

3. Answer: The RFP was sent to RFI respondents as well as other firms. It also was posted on the Bid4Michigan site. Any firm can bid on the RFP, yes.

4. Question: Would you consider extending the deadline for this RPF response by one week?

    Answer: We are sorry, but the timeline is set for the deadline.

1. Question: One more question about the insurance requirements. We meet the requirements for the amounts and our general liability coverage is on occurrence. Our professional liability is on claims-made. I talked to our agent about it and he said that is standard for professional. I just wanted to double check with you that the requirement is for the professional coverage to be on occurrence.

    Answer: Professional liability insurance is required to be on occurrence, not on claims-made. Bidders may take exception to this requirement but must indicate the nature of their exception in their response.

2. Question: I have one more question about the content. I understand that the chosen vendor will be responsible for leading the team through the process of designing the experience, crafting the big-top, story, and metric layers and ultimately delivering the finished product. Would you also like the chosen vendor to be responsible for any new written content or do you envision KRESA supplying it? It may end up being collaborative too. I can always price a writer as a separate line item in the proposal if that helps with your budget decisions.

    Answer: CEPI and the State of Michigan will be responsible for any written content within the site. The vendor would participate with any expertise relevant to the subject matter. We would consider any solution that included a writer for assistance. A separate line item would be appropriate.

3. Question: Do you have an estimate of how many content publisher users you will need across CEPI and DTMB?

    Answer: Estimated 5 users.

4. Question: Is it permissible to respond to the Proposal Summary, Non-Familial Relationship Affidavit, Comply Exception Form, and Iran Economic Sanctions Act Form in MS Word, instead of or in addition to Excel, to more easily accommodate an original (ink) signature?

    Answer: Bidders are to provide signed and notarized versions of all required forms in their original hardcopy proposal, additional hardcopies can include photocopies of the required forms. The electronic copy must include complete versions of all required forms; however, signatures are not required. Note that Appendix A is required to be provided in Excel format in your electronic copy. Also note that it is the bidder's responsibility to ensure that all copies of their proposals are identical to the original bid (excepting signatures and notarization as described above).

5. Question: Is it permissible to respond to the sections listed under "Proposal Format," in a MS Word document, or is your expectation for vendors to add tabs to the Appendix A spreadsheet?

    Answer: Yes, this is acceptable to answer in a WORD doc in reponse to these items: Proposal Format a) Executive Summary b) Company background and local organization support – see items 2-9 below. c) Discovery Plan d) Development Plan e) Data Migration Plan f) Testing Plan MI School Data Portal Redesign g) System Documentation h) Staffing Plan including resumes for the proposed team members i) Completed Vendor Response Forms (Appendices A)

6.  Question: How many individual metric and dashboard displays will be available to the public (non-secure) user with the portal redesign?

    Answer: We current have roughly 75 metric and dashboard data displays on MI School Data. Most of them have a public and a secure side display for FERPA purposes. Visit the "Report Search" function to see a current list of reports available in MI School Data.

7.  Question: How many individual metric and dashboard displays will be available to the secure user with the portal redesign?

    Answer: We current have roughly 75 metric and dashboard data displays on MI School Data. Most of them have a public and a secure side display for FERPA purposes. Visit the "Report Search" function to see a current list of reports available in MI School Data.

8.  Question: What technology will be used to manage Single Sign On?

    Answer: The way we currently implemented MiLogin in other environments is using request headers and IP validation.

9.  Question: Can a user create and save his own peer groups for the comparison tool described in A5.5, or are they always system-generated (A5.513)?

    Answer: A submission that offers either solution mentioned above, or both, will be considered.

10. Question: There is a requirement to integrate the portal into the State of Michigan's MiLOGIN for SSO. Can you share how users will register with MiLOGIN and mechanism to validate/verify the person to the proper persona?  i.e. Steve Smith is the Kalamazoo High School student.

    Answer: CEPI provides access to high-level district users who then maintain access for the rest of their district users. User authentication will be MILogin which is separate from the authorization process.

11. Question: In the Product Support section it mentions three different items.  Can you elaborate on the definitions of 'product support', bug fixes and enhancements?  Is the Product Support section to pertain to managed/hyper care after the project go live?  Is the expectation that this is a warranty?

    Answer: Yes, in your response consider this the warranty. Bugs – defects in the new application that are identified after UAT and/or release to the public. Enhancements – modifications to the requirement/design of the application that are not included in the original specifications but determined to be necessary or desired.

12. Question: Given many government agencies, such as the Department of Defense, have approved of the cloud security measures, would the Michigan School Data Team consider a cloud-based solution that is FISMA Compliant?

Answer: Yes, we would consider it.

13. Question: Upon completion of the Discovery phase will the vendor have the right to modify the number of estimated sprints based on the findings and clarifications of requirements?

    Answer: Yes, through change controls, the number of sprints can be adjusted.

14. Question: Will KRESA be able to identify a single product owner for the Vendor to leverage as the responsible party to identify and prioritize backlog items?

    Answer: KRESA has hired a full time Redesign coordinator as a responsible party to centralize those types of decisions.

15. Question: Furthermore, at what level of allocation does KRESA anticipate having this person available to the vendor team through the duration of this project.

    Answer: The Redesign Coordinator will be available for the entire duration of the project.

16. Question: Can we get the following information for data sources?
    a. number of data sources
    b. record counts
    c. width of tables
    d. frequency of data (transactional system as well as reporting)

    Answer: Report – most reports are refreshed on an annual basis with dates distributed throughout the year. Transactional databases are collecting data throughout the year and are snapshotted on a periodic basis aligned with their collection periods. Example K-12 student data is collected in the MSDS and is snapshotted 3 times a year aligned with count days

17. Question: [continuation from previous] data types (structure vs. unstructured, file types, etc.)

    Answer: Predominantly Relational SQL tables

18. Question: What reasonable SLAs are currently being used for today's architecture? Report response time, ETL refresh times, etc.

    Answer: CEPI does not have an answer for this question at this point in time. Please base any response to the RFP regarding SLA's that would be offered according your own standards

19. Question: How frequently does the data need to be updated in the reporting solution?

    Answer: Most data associated with our site is updated on an annual basis. The schedule of data loading is spread throughout the year.

20. Question: What security model needs to be implemented? For example, are there access groups and report groups that need to be specific to specific roles and users?

    Answer: There are access roles that have specific access to unsuppressed data vs suppressed data. Security is also aligned to the district a user is authorized to access for unsuppressed data.

21. Question: If so, will the business be able to create a security matrix denoting these roles, responsibilities and access levels for creation and administration of pages, data, access to pages and reports?

    Answer: All solutions are welcomed and will be considered.

22. Question: Do visualizations tools connect directly to data sources, or is there a semantic layer?

    Answer: Visualization tools connect directly to the MI School Data Portal database (SQL Server 2014). The Portal database is fed mostly by the Michigan State Longitudinal Data System (MSLDS) but can also be fed by disparate data systems from other departments. A general rule for the current state is, One report, one isolated table.

23. Question: Is there a current data warehouse or datamart being leveraged?

    Answer: Yes, the Michigan State Longitudinal Data System.

24. Question: What is the principle technology being used to store data?

    Answer: SQL Server 2014.

25. Question: [continuation from previous] Solely relational?

    Answer: Yes, Relational

26. Question: What is your normal production deployment methodology?

    Answer: Production sprint lengths are two weeks. Sprint content and capacity are determined during our sprint planning meetings. A production push occurs at the end of the sprint followed by confirmation testing.

27. Question: What level of collaboration is available for production change control? For example, what ownership does Michigan Schools have versus the Contractor? UAT, deployment, etc.

    Answer: Collaboration for change controls would occur between Kalamazoo, CEPI and the contractor. Please provide more clarity for this question.

28. Question: Do you currently have coding standards and best practices? If so, please provide.

    Answer: The Department of Technology, Management and Budget(DTMB) has a published list of

standards for coding. These standards are available for download on the MI School Data Website: Help =>
In The Works

29. Question: Per O6.2, please define the level of customization required for phones, tablets and computers.
Please define the level of customization required for different groups.

Answer: Mobile design implementation is new to MI School Data. We are willing to consider new
configurations. Screens size based on default screen ranges (in CSS pixels).The default ranges are:Small (to
600) CSS pixelsMedium (601-1024) CSS pixelsLarge/ExtraLarge (over 1025)

30. Question: Per O6.7, what level of growth does KRESA anticipate? Annual percentage?

Answer: Web Analytics have only been collected for the MI School Data website for the past 2.5 years and
were steady the first two years. We had traffic growth of 32% over the last 6 months after introducing
several high-profile tools. Data tables and volume of data increase 11% annually. Number of reports
increase by 9% annually on average.

31. Question: Per O6.10, please define the number of recommended reports. Will KRESA help define the
algorithm to define "helpful reports"?

Answer: Ten reports, subject to change. We have no algorithm at this point but would want to be heavily
involve in the definition process.

32. Question: Per O6.11, please specify what level of analytics are required from Google Analytics, as this can
vary greatly.

Answer: We are open to your proposed optimal solution.

33. Question: Per O6.12, please define these various sources? LinkedIn, Google, etc.?

Answer: Mostly from the established Portal Database. Could also come from MDE data sources(SQL
Server, MI Data Hubs, various State Agencies, other partners)

34. Question: Per O6.13, is SQL Server a requirement, or just what is currently being leveraged? What version
is being used, Standard or Enterprise? Are there Enterprise specific features being used, such as CDC, etc.?

Answer: Our current state is SQL Server 2014 Enterprise. We prefer the solution you propose is SQL server
based but we are willing to listen to alternative solutions.

35. Question: Per O6.13.1, what are all data needs, and what is the associated timeline for legacy reports?

Answer: We are asking for a comprehensive, integrated data model where data can be used in multiple
report displays from one data source. The model should be flexible enough to absorb the needs of legacy
reports as well, but there no timeline for when legacy reports will be switched to the new data model.

36. Question: Per M1, what level of interaction is required? Will KRESA provide additional detail for this?

    Answer: Pending

37. Question: Per R3, will KRESA be able to provide a list of roles and levels of access?

    Answer: Not at this time. They are being defined.

38. Question: Per A5.6, is KRESA currently leveraging any graph or map capabilities? If so, what?

    Answer: Graphing – Telerik, MSRS. Mapping – Power BI, ArcGIS

39. Question: The Insurance requirements seem to be focused on an installation of a software on your system. Assuming we propose a solution whereby we host the software, would we need to provide insurance coverage for all equipment and other valuables in light of the fact that we would not be delivering a product that require good and clear title? Also, again assuming we are hosting the system, would we be required to secure insurance for the full replacement value for the system?

    Answer: Professional liability insurance is required to be on occurrence, not on claims-made. Bidders may take exception to this requirement but must indicate the nature of their exception in their response.


## As of 8/15/18
(From the technical assistance call and other questions☺)

1. Question: More information about MiLogin?

   Answer: MiLogin For the SSO solution of the State of Michigan: https://www.michigan.gov/dtmb/0,5552,7-358--360900--,00.html

2. Question: Is it a conflict of the Non-collusion Covenant to discuss the RFP with another vendor if my firm's offering is niche (user experience design) within the wider/deeper project goals and requirements? The benefit could be a solution for MI School Data that leverages some of the key strengths that exist between the two vendors, and yet would keep with the requirement to present two distinct offerings that could be separated as needed.

   Answer: Yes, the scenario described above would constitute a conflict of the non-collusion covenant requirements defined in the RFP, notably the following portion of the requirement:
   "The Vendor certifies that their Proposal is made without any previous understanding, agreement or connection with any person, firm or corporation making a Proposal for the same services and is in all respects fair, without outside control, collusion, fraud or otherwise illegal action."

3. Question: Would CEPI consider a cloud hosting solution?

Answer: CEPI would consider a cloud hosting option.

4. Question: Can proposal include bringing in a writing staff?

    Answer: Yes, and please include that in the costs, in an itemized manner.

5. Question: List of technologies that we currently have. Doesn't mean you have to use these. Including specifically SQL on the database.

    Answer: Open to new suggestions, and any solution proposed. We provided in the RFP what we currently use for your information.

6. Question: Does KRESA already have Free education (Azure) hosting?

    Answer:  KRESA primarily uses AWS for hosting.  For MiDataHub, we do have some Azure usage, but it definitely isn't free.  We pay educational pricing, which is maybe a little more beneficial pricing, but definitely not free.  If they know about free Azure hosting for ISDs or schools, that would be good info to have.

7. Question: Is this a ground-up rewrite? Or is this a UI code base modification session.

    Answer: We are open to both, however it would be nice that we save and reuse a lot of the existing UI and database.

8. Question: Out of scope – anything beyond MI School Data getting onto MiLogin

    Answer: Not currently.

9. Question: Consumption. Are we looking for someone to manage billing and consumption? Do we need someone to manage that or teach us how to do it?

    Answer: We are looking at all possible solutions. Yes, if there is a change in the process, it would be good to have someone show us or teach us how to manage the new solution.

10. Question: Google-based or AWS-based solution: does proposal need cost of infrastructure or just cost of design and implementation?

    Answer: If the solution doesn't use our current infrastructure, we'll need to understand it, including the cost. Especially in the long term, and price out as much as possible.

11. Question: What about staff knowledge and training?

    Answer: Incorporating some sort of training on creating and generating visualizations would be beneficial if it is new technology. We would like costs on this aspect as well. Goal would be to have state staff create

visualizations etc, training of this staff would be beneficial.

12. Question: In the scope of answering the RFP, on pages 5 and 6 there are letters A-I. Is it possible to add beyond A-I? Is it OK to include more?

    Answer: Yes.

13. Question: What sort of functions is it expected for end users to create and manipulate the data?

    Answer: Let users filter and compare – customization of existing visualizations. Drilldown to see detailed metrics from dashboard. Also, using widget to create their own dashboard.

14. Question: Is predictive modelling in scope or of interest/valuable?

    Answer: We'd consider it, but it's not a primary focus.

15. Question: What are the expectations on user security and roles/permissions?

    Answer: We're set up for education hierarchies and need to continue this way. There are additional userbases that don't exist in an education hierarchy and we'll likely need to develop solutions.

16. Question: Current vendor availability for transition purposes at a minimum?

    Answer: Will be made available.

17. Question: Are there any solely public views of this data?

    Answer: Yes.

18. Question: Is the data platform part of the SSO or CAS system?

    Answer: SSO need to authenticate to fit, but authorization we would need assistance to utilize this aspect.

19. Question: Will content from the current vendor be made available?

    Answer: Yes.

20. Is the current Vendor bidding?

    Answer: They have the ability to bid.

21. Question: Do we have any insight to funding levels? Did the RFI ask for any insight into the investment?

    Answer: No, we do not have funding level insight. No, the RFI did not ask for any investment numbers.

22. Question: How often is the data collected?

    Answer: The metric we try to stick to is to publish data 60 days after collection from the districts. We try to beat or exceed data collection of this timeframe.