STATE OF MAINE
Department of Education

REQUEST FOR INFORMATION

RFI# 201708146

<u>Maine Educational Data Warehouse (MeEDW)</u>

RFI Coordinator	*All communication regarding this RFI <u>must</u> be made through the RFI Coordinator identified below.* **Name:** Lance Gilman **Title:** Educational Data Warehouse Manager **Contact Information:** lance.gilman@maine.gov
Submitted Questions Due	*All questions <u>must</u> be submitted to the RFI Coordinator identified above by:* **Date:** 22 Sep 2017, no later than 5:00 p.m., local time
Response Submission	**Submission Deadline:** 16 Oct 2017 no later than 5:00 p.m., local time **Submit to:** lance.gilman@maine.gov

TABLE OF CONTENTS

PUBLIC NOTICE

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State of Maine
Department of Education
RFI# 201708146
<u>Maine Educational Data Warehouse (MeEDW)</u>

The State of Maine, Department of Education, is seeking information regarding a new Educational Data Warehouse solution.

A copy of the RFI can be obtained by contacting the Department's RFI Coordinator for this project: Lance Gilman: Education Data Warehouse Manager. The RFI Coordinator can be reached at the following email address: <u>lance.gilman@maine.gov</u>

Responses must be submitted to: lance.gilman@maine.gov and be submitted by 5:00 pm, local time, on 16 Oct 2017

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RFI DEFINITIONS/ACRONYMS

The following terms and acronyms shall have the meaning indicated below as referenced in this Request for Information:

1. **RFI:** Request for Information
2. **RFP:** Request for Proposal
3. **State:** State of Maine
4. **Department:** Department of Education
5. **FOAA:** Maine Freedom of Access Act
6. **Respondent:** Any individual or organization submitting a response to this RFI.
7. **COTS:** Commercial Off the Shelf
8. **CEDS:** Common Education Data Standards
9. **EDW:** Educational Data Warehouse
10. **ESSA:** Every Student Succeeds Act (2015 Reauthorization of the US Department of Education Elementary and Secondary Education Act of 1965)
11. **FERPA:** Family Educational Rights and Privacy Act of 1974
12. **LEA:** Local Education Agency

PART I   INTRODUCTION

A.   Purpose and Background

This Request for Information (RFI) is an information gathering and market research tool, not a formal solicitation of a specific requirement (such as in a "Request for Proposals" document). The Maine Department of Education ("Department") is seeking information regarding a New Data Warehouse solution from interested parties as defined in this RFI document. This is an opportunity for interested parties to help the Department better understand a marketplace and/or specific subject matter. The system will serve a wide range of stakeholders in support of improving public reporting purposes from interested parties as defined in this RFI document. A configurable COTS product is desired with a reasonable amount of customization to allow flexibility in data needs for supporting statutory reporting needs. This is an opportunity for interested parties to help the Department better understand a marketplace and/or specific subject matter.

B.   General Provisions

1. All contact with the State regarding this RFI <u>must</u> be made through the aforementioned RFI Coordinator. No other person/ State employee is empowered to make binding statements regarding this RFI.
2. This is a non-binding Request for Information. Therefore, no award shall be made as a result of the RFI process.
3. Issuance of this RFI does not commit the Department to pay any expenses incurred by a Respondent in the preparation of their response to this RFI. This includes attendance at personal interviews or other meetings and software or system demonstrations, where applicable.
4. Issuance of this RFI in no way constitutes a commitment by the State of Maine to issue a Request for Proposal (RFP).
5. All responses should adhere to the instructions and format requests outlined in this RFI and all written supplements and amendments, such as the Summary of Questions and Answers, issued by the Department.
6. All submissions in response to this RFI will be considered public records available for public inspection pursuant to the State of Maine Freedom of Access Act (FOAA) (1 M.R.S. §§ 401 et seq.). http://www.mainelegislature.org/legis/statutes/1/title1sec401.html
7. All applicable laws, whether or not herein contained, shall be included by this reference. It shall be Proposer's/Vendor's responsibility to determine the applicability and requirements of any such laws and to abide by them.

PART II INFORMATION SOUGHT

A. Goals and Qualifications

Our goal is to develop a system that ties together existing Pre-Kindergarten through 12th Grade (P-20) and systems. By doing so, we hope to achieve several objectives:

1. Allow districts, schools, postsecondary institutions and the State to review and evaluate existing programs and initiatives and identify the needs for new ones.
2. Fulfill state and federal governance and compliance obligations in an accurate and timely manner.
3. Increase transparency and create more opportunities for constituent self-service, while preserving student data privacy protections under FERPA.

To achieve our goals, we are setting the following desired vendor qualifications:

1. The vendor should have significant data warehousing/longitudinal data system and decision support implementation experience.
2. The vendor should be familiar with the CEDS data standards and specifications.
3. Experience in the education field is a plus.

B. RFI Process

The Department plans on publishing an RFP for this endeavor within the next 4 months, with an implementation by no later than September 2019.

The Department requires the MeEDW to integrate and complement existing information infrastructures and to allow for integration of future development tools.

The Department expects to enter into a long-term Support and Maintenance agreement with the vendor beginning immediately after receiving the State of Maine's official acceptance of the implemented solution.

Maintenance is defined to include any patches, upgrades, and major software releases that improve the technical and functional operation of the system beyond that which was delivered as part of the implemented solution. Any State and Federal statute changes should be included as part of the maintenance agreement.

After all correspondences have been compiled, the Department may ask for a follow-up demonstration from Respondents.

C. Organization Background

MeDOE includes, but is not limited to the following major organizational/domain areas:
*   Students and Student Enrollments P-20 (including graduation data and post-graduation data)
*   School Nutrition
*   Career and Technical Education (CTE)
*   Special Ed
*   Transportation and Facility Management

- Assessment and Accountability (including ESSA reporting)
- Finance
- Teacher Certification
- School and District staff data
- Adult Education
- Behavior / Bullying
- Attendance
- Post-Graduation Enrollments and Persistence

Below are key facts about MeDOE data:
- 180,000+- Annual student enrollment
- 58,000 +- Annual staff records
- 16,000 +- Annual certification applicants
- 8,500 +- Career and Technical Education enrollments
- 606 Public schools
- 273 Public school districts (LEA's)
- 132+- Private schools
- 6 Annual statewide assessments

D.   Suggested System Requirements

Vendors shall complete the checklist below based on the following format. Some requirements are ideal system requirements and may not be included in the final system implementation due to time or cost constraints.

Indicate whether the requirement is included without modification, with modification, or not at all in the proposed solution:
- Proposed solution includes function (I)
- Proposed solution includes function with modification (M)
- Proposed solution does not address and requires customization (C)

Below is a list of several identified requirements needed for the solution:

Item #	Requirement	Response
1.0	**General Requirements**	
1.1	The application should import data from existing legacy warehouse	
1.2	The application should provide a single, standard data warehouse environment from multiple internal disparate data sources	
1.3	The application should provide the ability to upload data from external data sources.	

1.4	The application should provide an integrated extract, transform and load (ETL) tool.	
1.5	The application should provide a Web-centric Business intelligence solution and employ the same look and feel for user interface, metadata schematics and query engine throughout	
1.6	The application should support web browsers: • Microsoft Internet Explorer versions 7 and later versions; • Mozilla Firefox versions 15.0.1, 3.6.28, and later versions; • Apple Safari versions 5.1.7 and later versions; and • Google Chrome versions 14 and later versions.	
1.7	The application should support at least 200 concurrent standard report users and 50 ad hoc report users. Application shall be scalable to meet growth demand over time	
1.8	The application should be 508 Compliant and must conform to the State IT Policies, Standards, and Procedures (Maine.Gov/oit/oitpolicies)	
1.9	The application should integrate with Microsoft and Apple products	
1.10	The application should be able to evolve as changes occur in both State and Federal reporting requirements.	
1.11	The application shall be able to provide Application Activity Auditing the user level and application/report level	
1.12	The application shall be able to use State of Maine Branding and Labeling	
2.0	**Data Collection and Management**	
2.1	The application should support the ability to add "tags" to data collections so users searching can find information based on key words (i.e. bullying - users can search on harassment, confrontations, etc.)	

2.2	The application should support structure and model version history in addition to data history.	
2.3	The application should support building and managing summary datasets graphically.	
2.4	The application should support incremental loading of dimension and fact tables, including management of fact-dimension relationships.	
2.5	The application should support data that is available at multiple levels of granularity and be able to intelligently aggregate data at the appropriate grain and display longitudinally	
2.6	The application should support modification to data warehouse structures without requiring that data be unloaded and reloaded.	
2.7	The application should store P-20 data in CEDS Version 7format	
2.8	The application should provide an automated extract, transform, and load (ETL) processes	
2.9	The application should provide an intuitive and understandable business data model that is designed to be adaptable to business organization, business application, and source system database changes	
2.10	The application should integrate with the CEDS Normalized Data Schema to ensure seamless integration with use of the CEDS Generate tool for EDFacts Reporting.	
2.11	The application should provide snapshots of historical data in time. Examples: • Monthly • Quarterly • Annually • Accumulative	
2.12	The application should provide the ability to link data across Department Domains	
2.13	The application should provide an integrated Data Dictionary or meta-data repository.	
2.14	The application should provide a staging area between the data source(s) and data target(s)	

2.15	Application should be able to calculate growth metrics for assessment domain based on cohorts	
3.0	**Security**	
3.1	The application should provide the ability to have single sign on capabilities	
3.2	The application should provide the capability to assign security at district level (District Administrator) who can create users and assign roles to individuals within that district only.	
3.3	The application should provide Role Based Security - Example Roles • Data Admin/Data Manager • DOE • Researchers • Districts (Superintendents) • Schools (Teachers, Principals) • Legislature • Public • Media	
3.4	The application should provide the ability to verify users accounts against district staff data	
3.5	The application shall utilize AES-256 encryption for data at rest and during transmission	
3.6	The application shall utilize various methods of obfuscation to protect student data privacy in all reporting	
3.7	The application shall provide data protections and obligations as prescribed by FERPA	
3.8	The application should include the ability to limit the number of downloaded records	
3.9	The application should include access logs and download logs	
4.0	**BI Reporting and Analysis**	
4.1	The application should provide Geospatial and location intelligence where basic relationships are displayed by overlaying data on interactive maps.	

4.2	The application should provide standard enterprise level reports in standard formats Examples • Excel, • PDF, • CSV, • printable, • email-able, • load to secure website, • load to secure FTP site,	
4.3	The application should provide reporting and querying tools which are easy to use for end users and yet are robust and feature rich in functionality.	
4.4	The application should provide the ability to create highly formatted, print-ready and interactive reports, with or without parameters.	
4.5	The application should provide a Dashboard style of reporting that graphically depicts performance measures. Includes the ability to publish multi-object, linked reports and parameters with intuitive and interactive displays.	
4.6	The application should provide an Ad hoc report/query which can cross domains enabling users to ask their own questions of the data, without relying on IT to create reports.	
4.7	The application should provide the ability for combining aggregate and detail data on a single report solution for end users with them being able to drill down to atomic level data within reports, without the end user having to access a separate report	
4.8	The application should provide the ability to analyze data in aggregate	
4.9	The application should provide to trend and comparing data to a minimum of 5 school/districts and/or state averages. Examples: • User defined points in time • month to month, • year over year	

4.10	The application should provide data-driven Intelligent Alerts (notifications) to users when data is refreshed or updated.	
4.11	The application shall utilize security roles to ensure that queries, visualizations, and reports (including drill down reports) are be limited to users with appropriate access to see detailed records.	

E. Vendor and Project Information

Question	Response
Vendor Specific	
1. Do you have any experience working with P-20 Education Data at the Local, State or Federal levels? If so Explain?	
2. Is your company publicly or privately held? If public, please provide company symbol.	
3. What estimated resources would you require in our organization, both on the business and IT sides, for the project design, testing, and implementation periods?	
4. Who is your primary customer base?	

5. Describe your organization
    a. Systems Integrator
    b. COTS Software vendor
    c. Software Development firm
    d. Other (please specify)	

6. Where is your company headquartered?	
7. How many full-time employees are in your company?	
8. How long has your company been providing data system implementation services?	
9. Would you be interested in receiving notification of the RFP when it's been advertised?	
10. Do you have a formal users' group? What role does the user group serve in setting the applications direction?	
11. How many implementations have you successfully completed?	
12. What role(s) do you require the State to perform to execute a successful project?	
Cost Model	
1. How are costs for the project assessed?	
2. How is ongoing maintenance cost assessed?	
3. Does your base product have the ability to be segregated by licensee or do all your users share the same base product and upgrades to that product?	

Product/Technical Information	
1. Briefly describe the model for your proposed system and/or provide a system overview diagram.	
2. How is your application hosted?	
3. What SLA metrics do you use for measuring system performance?	
4. How is backup and recovery handled?	
5. How do you ensure privacy and security in your system?	
6. Are there features that cannot be customized for Maine in your product?	
7. Within the top layer of the BI, do you provide all necessary components for reporting, querying and analysis. Are there any additional products that need to be purchased?	
8. How would you migrate our historical data?	
9. Describe how your system scales up in the face of increased demand or load.	
10. Describe your data privacy methods used to obfuscate student data	
11. Do you have the ability to exchange data with other information systems? (Please provide names of other systems) How do you verify and maintain the quality of imported data	
Support Model	
1. Describe your software upgrade cycle/ process.	

2. Would your company be able to provide ongoing support of the system through a maintenance agreement with Maine? Please include the types of services you would or would not be able to provide:
  o Application hosting
  o Help Desk
  o Application support
  o Software Upgrades
  o Ongoing Training for IT and business functions related to the system	

PART III   KEY RFI EVENTS

A.   Questions

1. General Instructions
    a. It is the responsibility of each interested party to examine the entire RFI and to seek clarification, in writing, if they do not understand any information or instructions.
    b. Questions regarding the RFI must be submitted via e-mail and received by the RFI Coordinator listed on the cover page of this RFI document as soon as possible but no later than the date and time specified in the timeline above.
    c. For ease of reference, please include the RFI Number and Title in the subject line of the e-mail.
    d. Be sure to refer to the page number and paragraph within this RFI relevant to the question presented for clarification, if applicable.

2. Summary of Questions and Answers
Responses to all questions will be compiled in writing and posted on the following website: http://www.maine.gov/purchases/venbid/rfp.shtml. It is the responsibility of all interested parties to go to this website to obtain a copy of the Question & Answer Summary. Only those answers issued in writing on this website will be considered binding.

B.   Submitting the Response

1. Responses Due
Responses must be received no later than the date and time listed in the timeline above.

2. Delivery Instructions
Responses must be submitted to the RFI Coordinator, via e-mail, listed on the cover page of this RFI document.

PART IV   SUBMISSION REQUIREMENTS

This section contains instructions for Respondents to use in preparing their responses. It is requested that all responses follow the outline suggested below, including the numbering, section and sub-section headings as they appear here. The Department seeks detailed yet succinct responses that demonstrate the Respondent's experience and familiarity with the subject matter. **As this is not a competitive RFP process, Respondents should not provide any specific cost or customized pricing documentation in their response.**

A.   Response Format

1. For clarity, the response should be typed or printed. Responses should be single-spaced with 1" margins on white 8 ½" x 11" paper using a font no smaller than 12 point Times New Roman or similar.
2. All pages should be numbered consecutively beginning with number 1 on the first page of the narrative (this does not include the cover page or table of contents pages) through to the end, including all forms and attachments. For clarity, the Respondent's name should appear on every page, including Attachments. Each Attachment should reference the section or subsection number to which it corresponds.
3. Respondents are asked to be brief and to respond to each question and instruction listed in the "Submission Requirements" section of this RFI. Number each response to correspond to the relevant question or instruction of the RFI.
4. Include any forms provided in the package or reproduce those forms as closely as possible. All information should be presented in the same order and format as described in the RFI.
5. Please provide <u>all</u> information requested in the RFI package at the time of submission.

B.   Response Contents

Section I. Organization

1. Complete **Appendix A** (provided as an Appendix to this RFI)
2. Provide Respondent's location(s)
3. Provide a brief description of Respondent's main products/services
4. Provide a brief description of years in business
5. Provide a description of the management structure
6. Describe any licensure required for any services described in the "Information Sought" section.
7. Provide clients that are using comparable products or services (including contact information).
8. Describe skills pertinent to the specific work described in the RFI.

Section II. Response to Information Sought

Discuss the "Information Sought" section referenced above in Part II of this RFI and what the Respondent offers related to the goods and/or services described. Please respond to all questions in this section and give particular attention to describing the methods and resources necessary to accomplish the tasks involved. Respondents are also encouraged to share their knowledge and/or insight of the marketplace and of the specific goods and/or services in general for which information is being sought.

Section III. Attachments

If applicable, the following documents should be attached to the back of each submitted response <u>in the order as numbered below.</u>

1. **Any existing marketing materials for your product**
2. **Samples (screen shots, logic/flow diagrams, etc.) of your product**

PART V   REVIEW OF RESPONSES RECEIVED

General Information

1. The Department will review responses received for the purpose of gathering information and market research. The Department will not score or rate responses received.

2. The Department reserves the right to communicate and/or schedule interviews/presentations with Respondents, if needed, to obtain clarification of information contained in the responses received.

PART VI   LIST OF RFI APPENDICES AND RELATED DOCUMENTS

1. Appendix A. Response Cover Page

PART VII   APPENDICES
Appendix A

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STATE OF MAINE
Department of Education
RESPONSE COVER PAGE
RFI# 201708146
Maine Educational Data Warehouse (MeEDW)

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Lead Point of Contact for Response - Name/Title:	
Respondent's Organization Name (if applicable):	
Tel:	Fax:
E-Mail:	Website (if applicable):
Street Address:	
City/State/Zip:	