



**REQUEST FOR PROPOSAL (RFP) – BID# 7548642**

**HIGHER EDUCATION DATA WAREHOUSE**

**SUBMISSION DEADLINE: Monday, May 05, 2014 at 11:00 AM (ET)**

**PRE-BID CONFERENCE:**       **NO**  
     **YES** \_\_\_\_\_

**Mandatory:**     **NO**  
                                   **YES:** Any vendor who intends to submit a bid proposal in response to this solicitation must have its designated representative attend the mandatory pre-bid conference. The representative must register at the pre-bid conference and disclose the identity of the vendor whom he/she represents. Because attendance at the pre-bid conference is mandatory, a vendor’s failure to attend and register at the pre-bid conference shall result in disqualification of the vendor’s bid proposal as non-responsive to the solicitation.

**Buyer Name:**    **GAIL WALSH**  
**Title:**            **CHIEF BUYER**

**QUESTIONS** concerning this solicitation must be received by the Division of Purchases at ([gail.walsh@purchasing.ri.gov](mailto:gail.walsh@purchasing.ri.gov)) no later than (**Thursday, April 17, 2014, 5:00 PM (ET)**). Questions should be submitted in a *Microsoft Word attachment*. Please reference the bid number (**RFP #7548642**) on all correspondence. Questions received, if any, will be posted on the Rhode Island Division of Purchases website as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

**SURETY REQUIRED:**            **NO**

**BOND REQUIRED:**                **NO**

**DISK BASED BID:**            **NO**

**NOTE TO VENDORS:**  
Vendors must register on-line at the Rhode Island Division of Purchases website at [www.purchasing.ri.gov](http://www.purchasing.ri.gov). Offers received without the completed four-page Rhode Island Vendor Information Program (RIVIP) Generated Bidder Certification Cover Form attached may result in disqualification.

**THIS IS NOT A BIDDER CERTIFICATION FORM**

***Request for Proposals (RFP)***  
***Higher Education Data Warehouse***

The Rhode Island Department of Administration, Division of Purchases, on behalf of the Rhode Island Department of Education (RIDE) and Rhode Island Office of Higher Education (RIOHE) are requesting Proposals from qualified vendors to provide a higher education data warehouse, in accordance with the terms of this solicitation.

INSTRUCTIONS AND NOTIFICATIONS TO BIDDERS:

Potential offerors are advised to review all sections of this solicitation carefully and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.

Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this Request will be rejected as being non-responsive.

All costs associated with developing or submitting a proposal in response to this Request, or to provide oral or written clarification of its content shall be borne by the offeror. The State assumes no responsibility for these costs.

Proposals are considered to be irrevocable for a period of not less than sixty (60) days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.

All pricing submitted will be considered firm and fixed unless otherwise indicated herein.

Proposals misdirected to other State locations or which are otherwise not present in the Division of Purchases at the time of opening for any cause will be determined to be late and may not be considered. The "Official" time clock is in the reception area of the Division of Purchases.

In accordance with Title 7, Chapter 1.1 of the General Laws of Rhode Island, no foreign corporation shall have the right to transact business in the state until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State (401-222-3040). *This will be a requirement only of the successful bidder (s).*

Offerors are advised that all materials submitted to the State of Rhode Island for consideration in response to this Request for Proposals will be considered to be public records, as defined in Title 38 Chapter 2 of the Rhode Island General Laws.

Also, Submitters should be aware of the State's MBE requirements, which addresses the State's goal of ten per cent (10%) participation by MBE's in all State procurements. For further information, contact the State MBE Administrator at (401) 574-8253 or [charles.newton@doa.ri.gov](mailto:charles.newton@doa.ri.gov). Visit the website <http://www.mbe.ri.gov>.

Interested parties are instructed to peruse the Division of Purchases web site on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFP.

Equal Employment Opportunity (RIGL 28-5.1)

§ 28-5.1-1 Declaration of policy. – (a) Equal opportunity and affirmative action toward its achievement is the policy of all units of Rhode Island state government, including all public and quasi-public agencies, commissions, boards and authorities, and in the classified, unclassified, and non-classified services of state employment. This policy applies in all areas where the state dollar is spent, in employment, public service, grants and financial assistance, and in state licensing and regulation. For further information, contact the Rhode Island Equal Employment Opportunity Office, at 222-3090 or via email [raymond.lambert@hr.ri.gov](mailto:raymond.lambert@hr.ri.gov).

Subcontracts are permitted, provided that their use is clearly indicated in the offeror's proposal, and the subcontractor(s) proposed to be used are identified in the proposal.

All proposals should include the vendor's FEIN or Social Security number as evidenced by a W-9, downloadable from the Division's website at [www.purchasing.ri.gov](http://www.purchasing.ri.gov). **Please include with original proposal only.**

The purchase of services under an award made pursuant to this RFP will be contingent on the availability of funds.

RIGL 37-13-3.1 State public works contract apprenticeship requirements. \* (a) Notwithstanding any laws to the contrary, all general contractors and subcontractors who perform work on any public works contract awarded by the state after passage of this act and valued at one million dollars (\$1,000,000) or more shall employ apprentices required for the performance of the awarded contract. The number of apprentices shall comply with the apprentice to journeyman ratio for each trade approved by the apprenticeship council of the department of labor and training.

#### ARRA SUPPLEMENTAL TERMS AND CONDITIONS

For contracts and sub-awards funded in whole or in part by the American Recovery and Reinvestment Act of 2009. Pub.L.No. 111-5 and any amendments thereto, such contracts and sub-awards shall be subject to the Supplemental Terms and Conditions for Contracts and Sub-awards Funded in Whole or in Part by the American Recovery and Reinvestment Act of 2009. Pub.L.No. 111-5 and any amendments thereto located on the Division of Purchases website at [www.purchasing.ri.gov](http://www.purchasing.ri.gov).

## **PURPOSE**

RIOHE is requesting proposals for a team to develop a higher education data warehouse that connects data from our three public higher education institutions: the University of Rhode Island, Rhode Island College and the Community College of Rhode Island. This team will be responsible for all aspects of the data warehouse build, including coordination of a higher education technical steering group and a higher education program advisory committee. The selected vendor will also be responsible for regular review meetings to ensure that issues are addressed and understanding is maintained throughout the development phase of this warehouse.

## **BACKGROUND/OVERVIEW**

In 2006, RIOHE contracted with a vendor to develop a system that could combine data from the three public institutions into one database that could serve federal and state reporting requirements. There are roughly 100 data elements. Longitudinally (from 2005-2012), there are approximately 700K Biographic and Term records, 2.7M Course records plus 400K Course Catalog records, 19K Major Catalog records, and 300K Accuplacer records.

**While this database satisfied a need at the time, new requirements and data requests necessitate a much more robust system. Comparable data is required by authorities, including the General Assembly, where funding decisions are made by comparing corresponding figures. By warehousing data, the work on annual operating budgets and planning at higher education institutions will be easier because the background data is the same for all.**

## **SCOPE OF WORK**

### **TASKS**

The data warehouse project includes analysis, design, development, implementation and support of reporting and predictive analytic Data Models and ETLs; development of ETL standards and templates; development and maintenance of the data security and access model; review and maintenance of data integrity; design and development of campus-wide data warehouse reporting and extract solutions; and maintenance and support of the data warehouse and reporting development tools environment. Using the RI Department of Education's data warehouse model as a guide, the foundation for the OHE's warehouse has been created in ER/Studio Data Architect. The OHE model incorporates elements from the CEDS postsecondary data model, IPEDS and institution data files. Specific deliverables are as follows:

Data Model: Investigate, design, and develop the appropriate Data Warehouse relational and dimensional data models for operational reporting, drill-down dashboards, and advanced analytics solutions.

ETL: Develop ETL code required to update tables in the Data Warehouse with data from source systems: stage the data and transform the data for operational reporting, business intelligence reporting and advanced analytics.

Reporting Requirements: Consult with campus users to determine daily and long-term reporting and analytics requirements. Consult with data warehouse report writers and architects to determine how to model the data and structure the ETLs to streamline report writing.

Data Warehouse Build: Design a data warehouse that will allow our organization to automatically compile live data from multiple platforms into one user-friendly, web-based system.

### **PROJECT SCHEDULE**

Submit a comprehensive work plan that articulates how the vendor will complete all project requirements and deliverables. The work plan must contain the activities, milestones, deliverables, responsible individuals, and durations/key dates necessary to accomplish the scope of the project defined in this RFP. The first six months of the project schedule should include a very specific listing of the detailed application functionalities that will be delivered. This section of the Technical Proposal must contain sufficient detail to convey to members of the evaluation team the vendor's grasp of the requirements and the expertise and skills necessary to successfully complete the project.

### **DELIVERABLES**

The system will enable data sharing and the use of distributed data. OHE is seeking an established and experienced firm to build a data warehouse that does the following:

1. Automatically syncs data across all systems into a centralized location using student ID numbers mitigating the risk of human error.
2. Updates data across all systems according to set rules established by a technical advisory group and in line with the annual federal and state data calendars.
3. Allows each campus as well as the Office of Higher Education to export and manipulate files that contain data points from multiple sources.
4. Creates filters that include, but are not limited to: enrollment, academic, student, budget, finance, HR, advancement and related functions.
5. Develops single sign-on procedures so that confidential data is accessible only by authorized users.
6. Sets up for a connection to an analytics program, such as SAS / SPSS that will allow for real time data analysis for those not using the raw data. (Analytics is the goal for Phase II of this project but we understand that the work completed to create the warehouse will set the foundation for this work).

*\*While our long-term plans include aligning an analytics and reporting tool to the data warehouse, our goal for the first phase of an improved data infrastructure is to create a single platform that will allow both the Office of Higher Education and each campus to aggregate and export student data that is collected in multiple systems.*

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### **ADDITIONAL CONTRACTOR REQUIREMENTS/QUALIFICATIONS**

#### **Minimum Qualifications**

- Demonstrated project management experience with specific focus on work planning, status reporting, issue management, and deliverable review and approval procedures.
- Large-scale project management experience.
- Experience designing and developing large-scale relational databases.
- Experience with ETL tools and processes required to import, transform, and load data into large-scale relational databases.
- Experience in producing reports from multiple data systems.
- Knowledge of Internet security protocols and processes.

- Ability to maintain in a secure manner: static public reports; dynamic, customizable reports; and access that varies based on the type of user login.
  - Experience in maintaining online systems that enroll users with password protected accounts.
  - Knowledge of database and report design that allows individual (student) records to be linked longitudinally.
  - Track record of ability to adapt to advances in technology.
  - Demonstrated success working with a variety of stakeholders from multiple organizations.
  - Experience in combining data from multiple systems.
  - Innovative approach to technology.
  - Knowledge of best practices regarding design of accessible reports, including knowledge of Website Accessibility under Title II of the ADA and Federal Section 508.
  - Extensive experience in mixed methods data collection to support stakeholder review of report designs.
  - Commitment to using best practices for requirements gathering, including stakeholder review of initial report design.
  - Knowledge of Common Education Data Standards.
  - Knowledge of implementing interoperability standards in multi-agency data systems.
  - Ability to write, modify, and support programs using multiple applications and databases (for example, develop, maintain, and support ETLs to load a data warehouse from multiple source systems).
  - Demonstrated ability and skills monitoring, analyzing, and verifying data to ensure data integrity including troubleshooting and resolving data problems.
  - Ability and skills to develop business intelligence and operational reports.
  - Knowledge and ability to use SQL.
1. Bidders must submit a letter of transmittal signed by an owner, officer, or other authorized agent.
  2. Bidders must submit relevant organizational information, a list of similar projects undertaken and/or clients served, agency expertise relative to the services requested, and a statement of existing workload as it impacts the performance of the project.
  3. Bidders must provide an overview of key personnel assigned to the project including education and prior experience.
  4. Bidders must disclose any work to be sub-contracted including the specific work to be performed and staffing, organizational structure, and business background of the sub-contractor.

### **TERMS OF THE CONTRACT**

The contract will begin upon issuance of a state purchase order (on or about **May 2014**) and end **September 30, 2015**. The scope of the work may be modified by RIDE/RIOHE prior to beginning work on a given task. RIDE/RIOHE retains the option of granting a time extension of up to **[one year]** with additional funding if available and if the level of work is expanded by mutual written consent. If necessary, deficiencies in performance of services and/or failure to supply deliverables in a complete and timely manner will be documented in writing by RIDE/RIOHE. Should a pattern of substantial dissatisfaction become apparent, RIDE/RIOHE reserves the right to terminate the contract.

### **COST PROPOSAL/TERMS OF PAYMENT**

The contractor must prepare a cost proposal reflecting the hourly rate or other fee structure proposed for this scope of services using the Cost Proposal Forms contained in Appendix A. The total cost of the contract is not to exceed \$600,000. Please ensure the budget is presented by state fiscal year, which runs from July 1st through June 30th.

Please note that reimbursement for travel within the continental United States will be limited to the per diem rates established by the General Services Administration (GSA). Per Diem rates are posted at [www.gsa.gov/perdiem](http://www.gsa.gov/perdiem).

### **PROPOSAL SUBMISSION**

Questions concerning this solicitation may be e-mailed to the Division of Purchases at the address on the cover sheet of this solicitation and no later than the date & time listed. **Send your questions in Microsoft Word format.** Please reference the RFP# on all correspondence. Questions received, if any, will be posted and answered on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information. For computer technical assistance, call the help desk at (401) 222-3766 or [Lynda.moore@doit.ri.gov](mailto:Lynda.moore@doit.ri.gov).

Proposals (an original plus 4 copies) should include the following:

1. A completed and signed four-page RIVIP Bidder Certification Cover Form, available at [www.purchasing.ri.gov](http://www.purchasing.ri.gov).
2. A ***separate sealed*** Cost Proposal as described above.
3. A *separate* Technical Proposal (see below) describing the qualifications and background of the applicant and experience with similar programs, as well as the work plan or approach proposed for this requirement.

4. A completed and signed W-9 (taxpayer identification number and certification). Form is downloadable at [www.purchasing.ri.gov](http://www.purchasing.ri.gov). **Please include with original proposal only.**
5. In addition to the multiple hard copies of proposals required, Respondents are requested to provide their proposal in electronic format (CD-Rom, disc, or flash drive). Microsoft Word/Excel or PDF format is preferable. Only 1 electronic copy is requested and it should be placed in the proposal marked "original."

Deliver to: Department of Administration  
Office of Purchases  
One Capitol Hill  
Providence, Rhode Island 02908

Contractor assumes all responsibilities for proposals submitted by mail or commercial delivery service. Proposals misdirected to other state locations or which are otherwise not present in the Office of Purchases at the time of opening, for any cause, will be determined to be late and will not be considered. Faxed responses will not be considered.

**TECHNICAL PROPOSAL/REQUIRED ELEMENTS**

- |   |             |
|---|-------------|
| 1. Contractor understanding of the Issues                       | (10 points) |
| 2. Work Plan  | (20 points) |
| 3. Capacity of the Agency Effectively to Administer the Project | (20 points) |
| 4. Quality of Key Personnel (including Curriculum vitae)        | (20 points) |
| 5. Cost Proposal  | (30 points) |

The technical proposal should be 10-20 pages in length, respond to each area of the required elements listed above, and contain a cost proposal using the forms in Appendix A. Supplemental information may be appended to the technical proposal.

The proposal will be assessed by a review committee made up of members from applicable state agencies and public higher education institutions.

**Note:** RIOHE/RIDE reserves the right to reject all proposals. We also reserve the right to negotiate the scope and terms with the firm that comes closest to meeting our needs. Submission of a proposal is not a guarantee or work and does not bind RIOHE to full completion of the project as outlined.

**Elements of Proposal:**

1. Overview of your firm's qualifications.
2. Overview of experience working with post-secondary education data, specifically as it relates to multiple state reporting systems and student information systems.
3. Realistic work plan for the creation and implementation of a data warehouse platform that syncs data from multiple systems.
4. Resume of key individuals involved in the project and name of point person.
5. Fee estimate, expenses to be incurred, and payment schedule.
6. Three references of clients from the past 2 years for whom you have done work relevant to this assignment.
7. Three relevant work samples.

*NOT WITHSTANDING THE ABOVE, THE STATE RESERVES THE RIGHT TO AWARD ON THE BASIS OF COST ALONE, TO ACCEPT OR REJECT ANY OR ALL OPTIONS, BID PROPOSALS, AND TO ACT IN ITS BEST INTEREST.*

*PROPOSALS FOUND TO BE TECHNICALLY OR SUBSTANTIALLY NON-RESPONSIVE AT ANY POINT IN THE EVALUATION PROCESS WILL BE REJECTED AND NOT CONSIDERED FURTHER. THE STATE MAY, AT ITS SOLE OPTION, ELECT TO REQUIRE REPRESENTATION(S) BY OFFERORS CLEARLY IN CONSIDERATION FOR AWARD.*

**APPENDIX A**

**BUDGET MULTI-YEAR PROJECTS**

The Contractor estimates that its budget for work to be performed under this Agreement is as follows:

<u>Expense Category</u>	<u>Estimated Expenditures</u>	
	Year 1	Year 2
1. Employee Salary and Benefits	0	0
2. Purchased Services	0	0
3. Supplies and Materials	0	0
4. Travel	0	0
5. Printing	0	0
6. Office Expense	0	0
7. Other: <i>(describe)</i>	0	0
	0	0
Subtotal	0	0
Indirect Cost *	0	0
<b>TOTAL</b>	0	0

It is understood and agreed that the amounts indicated above for the several line items are estimates of expenditures to be incurred by the Contractor on behalf of this Agreement and to be claimed by the Contractor for reimbursement under this Agreement. It is further understood and agreed that actual expenditures may vary from the estimates set forth above and that such variations shall not in themselves be cause for disallowance of reimbursement by RIDE; provided, however, that the Contractor shall notify the contract officer of the variance and obtain pre-approval, in writing; and provided further that unless permission of the contract officer shall have been obtained in advance, no expenditure shall be claimed by the Contractor for reimbursement by RIDE under this Agreement if such expenditure shall have been incurred in a line item category not listed above. Transfer of funds between categories requires prior written approval by RIDE. In no event shall the total amount of reimbursement claimed by the vendor under this agreement exceed the total approved contract amount.

***\* Attach a copy of the approved indirect cost documentation***

BUDGET DETAIL SHEET \*  
 FISCAL YEAR \_\_\_\_\_

**EMPLOYEE SALARY AND BENEFIT DETAIL (TOTAL COMPENSATION)\*\***

<b>NAME</b>	<b>POSITION TITLE</b>	<b>NUMBER OF HOURS</b>	<b>HOURLY RATE (including benefits)</b>	<b>SALARY and BENEFIT TOTAL \$</b>
<b>TOTAL REQUEST</b>				

**PURCHASED SERVICES DETAIL**

<b>NAME</b>	<b>POSITION TITLE</b>	<b>HOURS</b>	<b>HOURLY RATE \$</b>	<b>TOTAL \$</b>
<b>TOTAL REQUEST</b>				

**OTHER EXPENDITURES DETAIL**

<b>EXPENSE CATEGORY</b>	<b>DESCRIPTION</b>	<b>TOTAL</b>
Supplies and Materials		
Travel ***		
Printing		
Office Expense		
Other: <i>(describe)</i>		
Indirect Cost		

Total \$

\* Please include a detail budget sheet for each state fiscal year (July 1<sup>st</sup> – June 30<sup>th</sup>)

\*\* Please round hourly rates to the nearest whole dollar and ensure there are no rounding differences with the extended totals.

\*\*\* Reimbursement for travel within the continental United States is limited to the per diem rates established by the General Services Administration (GSA). Per diem rates are posted at [www.gsa.gov/perdiem](http://www.gsa.gov/perdiem).