

## Questions – Business Intelligence & Data Warehouse RFP

1. The RFP indicates on pages 2 and 4 that all questions or clarifications regarding this RFP must be submitted no later than 12:00 p.m. on December 27, 2016 but indicates on page 6 that the deadline is March 16, 2016. Can CML please confirm the question submittal deadline and date that CML will publish final responses to vendors?

The date on page 5 should be 12/27/16.

2. Has CML performed any type of internal BI assessment within the past 24 months, and if so, can it be shared?

No.

3. Can CML please further articulate what is prompting the organization to embark upon this project at this particular point in time?

To provide a cohesive data analytics strategy that focuses on solving problems and not on product selection.

4. The RFP indicates multiple analytics tools are currently utilized by CML. Can CML please provide a listing of existing analytics tools utilized?

The list IT maintains is not inclusive of all BI products in use. One deliverable of this RFP is for the selected Offeror to provide this tools inventory. Providing a partial list will skew the analysis to focus on product selection versus process inclusion.

5. Can CML provide an organization chart showing departments and divisions with staff counts by role? (Staff names are not required.)

This will be provided to the Offeror selected to provide these services. A general org chart (without staff counts) is available on CML's website, [www.columbuslibrary.org](http://www.columbuslibrary.org).

6. Do CML personnel have access to any self-service BI and analytics software tools today? If so, can CML specify what tools are used?

Some individuals do, but this is by personal choice and not by organizational strategy. One deliverable of this RFP is for the selected Offeror to provide this tools inventory.

7. The RFP indicates that CML currently maintains a data warehouse. Can CML please clarify the number and types of internal and external systems which are integrated to the data warehouse?

One deliverable of this RFP is for the selected Offeror to provide this data warehouse inventory.

8. Is CML requesting a comprehensive review of all data generated and maintained or is CML's intent for the Offeror to focus on specific process areas such as cardholder analytics or managing the library's materials collection?

The focus is on customer metrics and not HR/Finance metrics.

9. The RFP indicates on page 3 that the project deliverables include: “A documented data schema, including current database and data elements as well as recommended internal and external data connections”. Shall the Offeror assume that the scheme documentation should be focused on current operational systems and that CML would intend to own future updates to the documentation of schema and integration points in the future as CML may update and/or replace applications over time?

Yes.

10. Are existing database schemas and extract, transform, load processes clearly documented? If so, may the Offeror assume this information will be provided to the awarded consultant?

Some are documented, but not all. Any existing ETL documentation will be provided to selected vendor.

11. Does CML expect the Offeror to provide a marketplace assessment of BI and data warehouse software tools?

Yes, but only as appropriate to the planned use of these tools at CML.

12. The RFP indicates on page 4 that the project deliverables include: “.. a limited proof of concept that applies this new approach with actual CML data to produce actionable results for users”. Shall the successful consultant be able to select the application for the proof of concept after the schema analysis?

Yes, but if the application is not currently in the CML tool set, the selected Offeror will also have to specify costs for licensing, maintenance, and training.

13. Has CML established a budget for the consulting services delineated in this RFP?

The budget for this engagement, as described in the RFP, is not being published at this time. CML is seeking Proposals that address the requirements in the RFP more than Proposals that adhere to budgetary restrictions.

14. Do you possess a centralized data warehouse or multiple data marts, or operational data store that integrates data from multiple sources, or a mixture of these? Or is it out of a different approach that is taken?

While CML does have some multiple data marts in use, the intent of this RFP is to provide a holistic view of how data analytics should be designed for the strategic data needs of the Library. This may require re-purposing or expanding some existing tools, acquiring new tools, and/or decommissioning some others.

15. What technology/software do you use, if any, for the data warehouse (or for the business intelligence data store)?

This information will be provided to the selected Offeror.

**16. What technologies/software/tool(s) do you use for reporting?**

This information will be provided to the selected Offeror.

**17. What technologies/software/tool(s) do you use as the business intelligence tool?**

This information will be provided to the selected Offeror.

**18. Is the business intelligence and analytics infrastructure on premises, on the cloud, or a hybrid of the two?**

Hybrid.

**19. If cloud technologies are used, please describe briefly.**

This is too general a question to respond to.

**20. What are the systems that source business intelligence? Please describe the nature of these systems in short.**

One deliverable of this RFP is for the selected Offeror to provide this technical inventory.

**21. What technologies (especially back-end technologies) do these systems run on?**

One deliverable of this RFP is for the selected Offeror to provide this technical inventory.

**22. Are the source systems on premises, on the cloud, or a hybrid of the two?**

Hybrid, depending on the application and the BI tool set.

**23. Who are the various types/levels of users who use/perform business intelligence and analytics? (Please include external users, if any) Please fill in one or both of the following based on your best understanding in brief.**

User Type or Level	Type of business intelligence/analytics performed	Frequently used methods of reporting
e.g. Director		End-user, high level dashboard. Detailed reports when necessary
e.g. Business Analyst	Self-service BI	Excel analytics connecting to cubes

One deliverable of this RFP is for the selected Offeror to provide this detailed user inventory through user interviews in select CML department.

**24. Do you have existing technologies that you would prefer to leverage for the proposed solution, if possible? If so please detail the technologies.**

CML has no preference about the future status of its existing BI and DW technology systems.

**25. Do you possess any licensing agreements that allow for upgrades of certain technologies, technology partnerships and the like with software vendors that have the potential to be leveraged?**

Possibly; however, this will depend on the selected Offeror's final report and recommendations.

**26. What type of corporate domain are you on?**

Microsoft's Active Directory for authentication services.

**27. Who are the stakeholders for the business intelligence and data warehouse initiative?**

Dr. Carl Powell, Chief Information Officer, and Alison Circle, Chief Customer Experience Officer.