TO: Data and Metrics Request for Proposal (RFP) Respondents

FROM: Valerie Lundy-Wagner, PhD
            Vice Chancellor, Digital Innovation and Infrastructure

RE: Questions and Responses to Data and Metrics RFP

Question	Response
Do the 3 evaluation criteria points under "Capabilities & Experience" apply to consultant references, Slalom references, or both?	Both. Proposals should provide insight on the skills and experience people working on the project possess, as well as the experience the company has as a whole on similar projects.
In row 2 under the "Capabilities & Experience" section, what is meant by "provides samples of work product"?	This can be met by including a link to publicly available websites or sharing relevant artifacts as attachments.
Can you share the real-time data use cases mentioned in section 100, point "h", for education, services and engagement activities?	This has not been finalized. Respondents are encouraged to review public information, including artifacts related to the system's Vision alongside existing data and technology resources to inform their response.
Can you share the use cases for machine and deep learning, and text analytics?	This has not been finalized. Respondents are encouraged to review public information about the system's Vision alongside existing resources to inform their response.
Are there any in-person requirements for this work?	In-person activity may be associated with this work, but it is not required. Work is required to comply with federal and state laws and should be attentive to the privacy and security of the California Community Colleges and Chancellor's Office.
Are the partners mentioned in section 100 (Metric and Data Architecture Design and Implementation), bullet point b, referring to internal CCC partners, CCC-external	Designated partners' supporting the California Community Colleges Chancellor's Office (CCCCO) data and technology-related work may include internal agency staff, consultants, grantees, and their subcontractors, and/or other

Question	Response
technology partners, or some other kind of non-CCC partners?	external partners (e.g., other agencies or institutions of higher education).
Is the expectation to have the staff outlined in the RFP response to be dedicated to this project at full-time levels? If there is a full-time expectation, which roles are most critical?	The California Community Colleges Chancellor's Office (CCCCO) is willing to consider different staffing strategies to accomplish this work. Historically this has required multiple full-time technical staff.
Given questions are due only one week before the proposal deadline, would CCC be willing to extend the proposal deadline to ensure vendors can incorporate the responses into their proposal?	The proposal deadline has been extended to Wednesday, October 4, 2023, at 5pm Pacific.
Given the transparency CCC is requesting with respect to staffing and pricing, would CCC be willing to sign an NDA in advance of the RFP due date?	The California Community Colleges Chancellor's Office (CCCCO) will not sign a nondisclosure agreement. However, all submissions are exempt from public disclosure until the Request for Proposal (RFP) process is complete.
Is the 25-page limit a requirement or a suggestion? If a requirement, do the cover page, cover letter, table of contents, and appendices count against this requirement? Would CCC be interested in reviewing supplemental related information included as an appendix?	The 25-page limit is a requirement. This does not include the cover page, cover letter, table of contents, or necessary appendices. Any appendix used would be expected to be succinct and used logically in support of the proposal.
Compensation information of our staff is confidential. Is this a required component of the response or can we more broadly describe how we develop our pricing? If required, would CCC be willing to sign an NDA?	The California Community Colleges Chancellor's Office (CCCCO) will not sign a non-disclosure agreement. Respondents may choose to describe their pricing more broadly.

Question	Response
With regards to this requirement: "Migrate or reproduce existing dashboards and data visualizations, maintaining and improving current functionality including data suppression methods." Can you provide additional information about the number of dashboards/visualizations would need to be migrated, and on what timeframe, as well as what tools you are using for this now?	There are roughly one dozen dashboards associated with this scope, containing hundreds of relevant visualizations once necessary disaggregations are considered.
Can you provide additional information about who the "presentation and data layer partners and teams" are that are referenced in the RFP?	The California Community Colleges Chancellor's Office (CCCCO) resources are deployed as needed and comprise a combination of internal state staff, consultants, grantees, and other stakeholders, as relevant.
Is CCC's expectation that the chosen solution will replace the current DataMart, LaunchBoard, and the CCC Data Lake and Data Warehouse?	Ideally yes, however, there is an opportunity for partnership with the winner to confirm feasibility during the five-year project.
Can you provide details about your current and expected storage requirements for this solution?	Storage requirements will be needed for approximately 2-million students, 100,000 faculty and staff, and courses for 10-years and should expect around 300GB of data in the first year.
For the additional data sources outside of the Chancellor's Office, can you provide additional information about how you receive this data currently and your desired future state for how you would like the chosen vendor to access this data?	The majority of data is received through flat file transfers through Secure File Transfer Protocol (SFTP). The desired future state would include more automated processes.

Question	Response
With regards to the following requirement: "Collaborate and support the design and build-out of a real-time data infrastructure in support of students (education, services, and engagement activities) for a purely online college experience," is your expectation that this will be a student- or staff-facing tool? Can you provide any additional requirements for this tool?	This solution will contain publicly available dashboards and metrics that will have many different consumers from local college staff, students, regional districts, California Community Colleges Chancellor's Office (CCCCO), and state legislation.
We understand that currently CCC's 116 colleges and 73 districts provide quarterly batch data updates to the CO. Can you provide additional detail about how the batch data is currently sent to the CO? Is the intent of this RFP to improve upon that current process with more frequent data provisions to the CO, and in a format more efficient than flat file transmissions?	This is outside of the scope of the project as it is defined in this Request for Proposal (RFP). Any recommendations from the successful bidder to improve these processes can be discussed at that time.
What are the core institution-level systems from which the Chancellor's Office would like to capture data?	Respondents are encouraged to review public information, including artifacts related to the system's Vision alongside existing data and technology resources to inform their response.
What dashboards and/or analytic deliverables do you expect to be completed during the November 1, 2023 through June 30, 2024 estimated time period?	This will heavily depend on the proposed solution and timelines will be discussed and agreed to by the California Community Colleges Chancellor's Office (CCCCO) and successful bidder once they are in negotiation for FY 23/24 scope and contract.

Question	Response
Can you provide examples of the types of real-time transactional services you are expecting will be managed in the system?	Real-time services will include functionality such as ability to disaggregate dashboards from statewide to local level and other demographic criteria. Additionally, the ability to download and export data while maintaining appropriate suppression is necessary.
In terms of the requirement to "design, implementation and management of user interface and user experience requirements," is this in regard to a publicly-facing website for a new Data Mart and Launch Board or are you referring to the internally-facing data platform that will be implemented?	Any aspect of the proposed solution that has an end user should consider user interface and user experience best practices.
What are the business drivers for this RFP?	The California Community Colleges Chancellor's Office (CCCCO) abides by the Board of Governors direction and State law to collect, analyze, and distribute various metrics across key programs to ensure effectiveness and progress towards system-level goals and priorities (see Title 3, Division 7, Part 50, Chapter 5, Article 2, 84754.5)
What challenges does CCC currently face in its current state?	Please refer to the Request for Proposal (RFP).
	Please refer to the Request for Proposal (RFP).

Question	Response
Which team is leading and funding this project? Which other business teams (departments) are involved in this project?	
Has your Data Strategy roadmap been fleshed out or should that be a part of the vendor solution proposal?	The California Community Colleges Chancellor's Office (CCCCO) has a data strategy that includes this work. The successful bidder will influence this strategy and assist in its execution by implementing the proposed solution in this Request for Proposal (RFP).
An overview of current Technology Architecture landscape	This appears to be an incomplete question or statement. The California Community Colleges Chancellor's Office (CCCCO) is not able to respond.
Are there any existing logical data models, Master data management, data quality or metadata structures the college wishes the solution to incorporate or align with?	Yes. These artifacts will be shared during the Project Discovery phase to the successful bidder.
Does CCC want to continue using its own reporting/BI toolset or is it expecting the vendor to suggest one in the solution proposal?	The California Community Colleges Chancellor's Office (CCCCO) has a data strategy that includes this work. The successful bidder will influence this strategy and assist in its execution by implementing the proposed solution in this Request for Proposal (RFP).
What type of ingestion is required? (i.e., batch ingestion or streaming ingestion)	The current ingestion process for the system utilizes batch ingestion. The intake process is designed to process semi-structured data in Comma Separated Values (CSV) and Text File (TXT) files. However, the California Community Colleges Chancellor's Office (CCCCO) is open to suggestions on how to improve the system, including the possibility of implementing other ingestion options such as streaming ingestion.

Question	Response
What is the data size that we are expecting in the first year for the data platform to support? How often does the data need to be refreshed? What is the expected source-wise data growth rate in terms of % on a yearly basis?	The respondents may expect around 300GB of data in the first year. Data refreshes are expected at least biannually; however, frequency may be influenced by the successful bidder's proposal and influence on the data management, analysis, and reporting strategy. Data growth will be based on data collected on all students, staff, faculty, courses, etc. - information outlined on the public-facing data and technology tools/information.
Are we looking at the mix of data i.e. Structured , Semi structured or Unstructured ? Can you please detail the % of types of data?	The intake process for data will primarily use Comma Separated Values (CSV) and Text File (TXT) files, and the information collected from those files will be stored in a relational database. While there is no specific breakdown of the percentage of each type of data, it can be inferred that the majority of the data will be structured due to the use of a relational database. However, the intake of semi-structured data from Comma Separated Values (CSV) and Text File (TXT) files indicates that a significant portion of the data will also be semi-structured.
Will the new vendor implementing the big data platform responsible for introducing support ticketing system or will the vendor need to adhere and integrate with current support tickets systems, if so then what are these systems to track issues/support tickets?	The winning bidder will be responsible for tracking support and issue resolution as part of their proposal.
Will there be any hand over from existing teams on the platform?	Transitional activities will occur as part of the Project Discovery phase of this work.

Question	Response
How does CCC rate the quality of data for each of the data source systems in current state?	The California Community Colleges Chancellor's Office (CCCCO) follows industry standards and best practices for data quality and will evaluate the quality of data for each of the data source systems during the project discovery phase. The organization welcomes and will evaluate any suggestions for improving the quality of data from these systems and will work to implement any necessary changes or improvements. During the project discovery phase, the CCCCO will assess the quality of data based on various factors, including accuracy, completeness, consistency, timeliness, and relevance. The organization will work closely with stakeholders to identify any areas for improvement and develop strategies to address them. More will be shared during the Project Discovery phase to the successful bidder.
What are the timelines by when this platform/architecture needs to be in production?	This will heavily depend on the proposed solution and timelines will be discussed and agreed to by the California Community Colleges Chancellor's Office (CCCCO) and successful bidder once they are in negotiation for FY 23/24 scope and contract.
What is the data size that we are expecting in the first year for the data platform to support? How often does the data need to be refreshed? What is the expected source-wise data growth rate in terms of % on a yearly basis?	This will heavily depend on the proposed solution and timelines will be discussed and agreed to by the California Community Colleges Chancellor's Office (CCCCO) and successful bidder once they are in negotiation for FY 23/24 scope and contract.

Question	Response
Does CCC already have systems, applications, and presence in either of these two public clouds: AWS and/or Azure? Or an existing IT skill set? Which of these two Clouds' presence is greater? Is there any preference for the College for choosing an AWS-based or Azure-based solution all other things being equal?	The California Community Colleges Chancellor's Office (CCCCO) has partnerships with both Azure and AWS, but the organization only manages environments in Azure. If a platform running on AWS is being considered, further consideration should be given to training and system integrations, as the agency expertise is primarily focused on Azure. The Chancelor's Office prioritizes partnerships with cloud/data platform vendors that provide secure and reliable services that meet the unique needs of the organization while adhering to legal and regulatory requirements. The preferred vendor for the CCCCO is Azure. However, the CCCCO is open to considering other vendors, if necessary, provided that proper training and integrations can be put in place.
What cloud/data platform partnership that you have with preferred vendors which we can use in proposals for solutioning? Any preferences from your side would help.	The California Community Colleges Chancellor's Office (CCCCO) has partnerships with both Azure and AWS, but the organization only manages environments in Azure. If a platform running on AWS is being considered, further consideration will be given to training and system integrations, as the CCCCO's expertise is primarily focused on Azure. The CCCCO prioritizes partnerships with cloud/data platform vendors that provide secure and reliable services that meet the unique needs of the organization while adhering to legal and regulatory requirements. The preferred vendor for the CCCCO is Azure due to the organization's expertise with that platform. However, the CCCCO is open to considering other vendors, if necessary, provided that proper training and integrations can be put in place.
Is there any historical data that needs to be loaded in the centralized data repository? If so, please mention the period for which the history data load needs to be considered.	Given students' complex educational journeys, 10 years of historical data would allow for effective adherence to the spirit of state law

Question	Response
	requirements and Board of Governor's requests and guidance.
Can we perform the tasks (related to RFP) outside USA? (like, from India, Canada, Mexico)? Any restrictions on using non-US based resources?	Work planned should comply with federal and state laws and should attend to the privacy and security of the California Community Colleges and Chancellor's Office (CCCCO).
Could CCC please provide clarification regarding the permissibility of engaging a subcontractor in this project?	The sample vendor agreement, Section F includes information relevant to the use of subcontractors.
How are you staffed for ongoing support/maintenance within IT? What is the current skillset of the incumbent team? Are there data scientists, analysts, developers?	The winning bidder will work with the California Community Colleges Chancellor's Office (CCCCO) to identify necessary resource requirements and skillsets to perform a long-term transition of this work to CCCCO staff at the completion of this work.
What is the proportion of offshore / onshore teams in this initiative?	Work planned should comply with federal and state laws and should attend to the privacy and security of the California Community Colleges and Chancellor's Office (CCCCO).
As there is student data involved, we assume firms will need to comply with PII requirements, please confirm.	Work planned should comply with federal and state laws and should attend to the privacy and security of the California Community Colleges and Chancellor's Office (CCCCO).

Question	Response
What data retention policies and archiving strategies will be in place?	The California Community Colleges Chancellor's Office (CCCCO) must comply with legal and regulatory requirements for data retention and archiving strategies to ensure that data is retained for the appropriate length of time. The specific policies and strategies will vary depending on the type of data and the requirements that apply to it. For example, the CCCCO will retain student records for a specified period of time in accordance with state and federal laws, including the Family Educational Rights and Privacy Act (FERPA). Retention policies and archiving strategies will be regularly reviewed and updated to ensure compliance with changing regulations and best practices. The specific retention policies and archiving strategies for different types of data will be determined based on the legal and regulatory requirements that apply to that data.
Does CCC have an established Architecture Review Board (ARB) and a Data Governance office to review/approve key enterprise architecture and data architecture decision points?	The California Community Colleges Chancellor's Office (CCCCO) is at an early stage of creating an Architecture Review Board (ARB) and does not have a formal Data Governance office.
What type of support SLAs at high level you are anticipating? (e.g., 24/7 or 24/5 or 18/7)	The California Community Colleges Chancellor's Office (CCCCO) will consider any support SLA proposed.
Can you provide information on the current audit compliance issues related to security and processes in the IT department?	No, this information is not publicly available.
Does CCCCO have an existing data inventory today? If so, what is the estimated accuracy of the current available inventory? Is there a current data architecture in place?	Yes, these items exist and will be shared with the successful bidder during the Project Discovery phase.

Question	Response
Does CCCCO store data in any cloud providers? If so, which cloud services are utilized today?	Yes, the California Community Colleges Chancellor's Office (CCCCO) stores data in cloud providers such as Azure and AWS. However, it's important to note that the data stored in AWS is not directly managed by the CCCCO.
Does CCCCO have a Data Strategy team today? Who is responsible for Data Quality today?	The California Community Colleges Chancellor's Office (CCCCO) has a data strategy that includes this work. The successful bidder will influence this strategy and assist in its execution by implementing the proposed solution in this Request for Proposal (RFP).
What compliance frameworks (such as HIPAA, CJIS, etc.) are in scope for the data inventory?	Work planned should comply with federal and state laws and should attend to the privacy and security of the California Community Colleges and Chancellor's Office (CCCCO).
Are there any application performance monitoring tools in place today? Can you elaborate on the current Security and Governance practices that are currently followed?	Information on performance monitoring will be shared during the contract negotiation and/or discovery phase once a bidder is selected. Absent that information, the current contract might also specify which security/governance practices should be followed.
Could you please comment if work is expected to be delivered onsite, or would you be open to a hybrid onsite / remote approach? Do you have any requirements that resources are California or U.S. based?	Work planned should comply with federal and state laws and should attend to the privacy and security of the California Community Colleges and Chancellor's Office (CCCCO).
What are your expectations in terms of integration with technologies such as AI or Machine Learning? Do you currently have any such projects in process?	The California Community Colleges Chancellor's Office (CCCCO) would consider a proposal that leverages this technology to meet the needs expressed in the Request for Proposal (RFP), but it is not a requirement.

Question	Response
With the proposal response limited to 25 pages, can resumes for staff members be included in an appendices section or as a PDF attachment? For figures and graphics, can they be added as attachments to the proposal, or do you want them reflected within the 25-page limit?	The 25-page limit is a requirement. This does not include the cover page, cover letter, table of contents, or necessary appendices. Any appendix used would be expected to be succinct and used logically as support of the proposal.
Should the final response be emailed to the email address provided on Page 1 of the RFP, Attn: RFP Coordinator, Jamaal Harbison? Is there a grant portal being utilized for this application process or is email the preferred method for final submission?	Respondents may submit their proposal to the contact on Page 1 of the Request for Proposal (RFP) or in the RFP360 portal, which can be found here: https://my.rfp360.com/public/rfp/515ab805-3eee-4a57-9b61-cf5f41c19950
Regarding the budget, the RFP period spans five years from Nov. 1, 2023 - June 30, 2028, and the funds available are listed as "$3,000,000 per year." We are assuming the annual contract period will align with existing CCCCO contract periods. With the first year being Nov. 1, 2023 - June 30, 2024, will the funding for this period be $3,000,000, or will it be pro-rated for the 8 months that it contains?	This will depend on the proposed solution. The budget will be discussed alongside initial scope of work for the remainder of FY 23/24 with the successful bidder.