Frequently Asked Questions
Getting Better Data Reporting System
Request for Proposal (RFP)

1. Q: Is there a new timeline for questions?
   A: Yes, the date has been extended; questions must be submitted to First 5 LA by September 20, 2013.

2. Q: Does First 5 have a budget range?
   A: Yes, we do have a budget range. But what we are looking for is for the applicant to tell us what they will do and estimate the tasks as we have outlined on the budget sheet.

3. Q: Does First 5 LA have a number of weeks in mind for completion of the application?
   A: Discovery, the first task for the awarded consultants, will validate our thinking. At this time, First 5 LA is looking to complete the application for the first quarter of FY14-15 (July 2014). We have provided a data model to guide the development but it is not the last word on what should be developed.

4. Q: Where is the project focused? Is the application focused more on the reporting and data collection or does it have a more complex focus on integration and ETL?
   A: Our concentration is more on the reporting. We have defined some reports in the RFP along with the ability to do ad hoc reporting. We also expect to use Tableau for visual reporting with report data downloaded to Tableau.

5. Q: How many contractors/grantees do you collect data from?
   A: In FY12-13, First 5 LA collected data and reported on 172 grantees and contractors.

6. Q: The data model on the webpage cannot be read. When using zoom to enlarge the model on the First 5 LA site, the print is fuzzy and not readable.
   A: The data model was created using Erwin software. We noticed the issue when the model is accessed from our website. We have created a zipped file with PDF that when opened in native PDF, the data is very legible. Please send First 5 LA an email requesting the data model and we will send you the zipped PDF file. We can also send you the native Erwin file if you have the software.

7. Q: Can First 5 LA provide the native Erwin file format for the data model.
   A: Yes, send an email to First 5 LA to request the Erwin file.

8. Q: Implementation paths and decisions related to the design and development of software solutions can vary widely depending on project budget. Our firm has delivered
successful projects across various budget ranges. To help us best meet the goals of your solicitation, can you please approximate a budget range for this project? For example is the anticipated budget range:

- $50,000
- $100,000 – $250,000
- $150,000 – $350,000
- $250,000 – $500,000
- $500,000+

A: $50,000 - $200,000

9. Q: If the budget range cannot be disclosed, do you have an estimate/expectation for how many total man-hours this project will take (i.e. in forming the budget what assumptions about the level of effort did you make)?

A: First 5 LA is looking for the Bidder to develop an estimate and describe the man-hours required per RFP to implement their solution.

10. Q: What do you consider the top three critical success factors for this project?

A: Integration – EAI platform, UI incorporating ease of use for our grantees and internal staff, and the Reporting engine.

11. Q: What qualifications are you looking for in a software development partner? For example, we have four Microsoft Gold Competencies in Application Development, Business Intelligence, Application Integration and Content and Collaboration (i.e. SharePoint); will the proposal scoring take our credentials into account?

A: The review tools express the qualifications First 5 LA will be using to evaluate the applicants in greater detail than the answer given here. Overall, First 5 LA is looking for applicants who have been in business for a long time defined as over 5 years, has a large current client base with similar size and scope as First 5 LA, and has experience in deploying custom applications that include application development, database, User Interface, data integration components with current First5LA platform and portfolio, and reporting solution. In addition, the applicant will have adequate resources with skills to capture requirements, design the application, develop, test and deploy the application.

12. Q: We are based in Los Angeles; will preference be given to local firms?

A: Applicants are preferred to have a presence in Los Angeles County but this is not a requirement.

13. Q: On a scale from 1-5, 5 being expert, what is your internal expertise with SQL Server Administration and Design/Development?

A: 3.

14. Q: How many of the users will use the system internally and how many externally (e.g. contractors)?
A: We estimate from 150 – 200 users, made up of approximately 175 grantees and 30 – 50 First 5 LA users with the heaviest usage during the month following each fiscal year quarter. That is when the application will be open to grantees/contractors to provide input.

15. Q: Will all users of the system have Active Directory (AD) accounts?  
A: Internal users have Active Directory accounts. We expect the external users to use assigned ID and passwords provided by the application. First 5 LA is open to all other recommendations.

16. Q: Is AD properly configured with the fields, users, groups, permissions and roles anticipated to be used in the solution? If not, do you need assistance with the configuration of AD?  
A: Yes. We expect the application to use AD authentication for First 5 LA employees so they do not have to login. First 5 LA would like external users to be self-sufficient resetting their password.

17. Q: Can you provide flow diagrams for any workflows that are within the scope of the solution? Although flow diagrams are strongly preferred, if this is not possible, can you please provide a table of metrics indicating the number of workflows and level of complexity (e.g. 1-5) in your own estimation? In the case of workflow, complexity rankings should consider:  
a) The number of steps in the workflow  
b) The number of participants (people or systems) involved in the workflow  
c) If it is sequential or parallel  
d) The source(s) of data involved in the workflow and the complexity in accessing them  
e) Any requirements for long running or cross application workflows  
f) Any requirements for callouts to custom code  
g) The requirements, rules and policies for the execution of the workflow  
h) Escalation and/or remediation requirements  
i) Requirements for administration and reporting (BPM) of workflows  
j) Any other requirement that may contribute to the complexity of the workflow development, execution, or administration  
A: The requirements in the RFP are developed to the best of our knowledge at the release of the RFP. Additions and changes to requirements will be determined during the discovery phase of the project. We do not expect more than 5 workflows with complexity of 3. We expect to develop the response to questions 17a through 17j during the discovery phase.

18. Q: How well did the data input screens that were built for the pilot satisfy the requirements? I.e. do you expect this new effort to essentially match/rebuild those screens or is a redesign of the screens (both the look and feel and the organization of data on and between screens) required?  
A: The pilot data screens served its primary objective of capturing data required for First 5 LA reporting. The screen shots serve only as a base for the requirements. First 5
LA expects to improve data capture and ease of use. This RFP is not a “match/rebuild” of those screens.

19. Q: How many data input screens in total do you anticipate requiring for the completed solution including both data input and administrative screens for look-up tables? Please quantify the number of screens, relative complexity, and provide wireframes illustrating the flow of the screens if available.

A: We expect Discovery and design phases of the project to determine the components needed for the application.

20. Q: Can you please identify which of the tables on the ECDM are lookup tables and which are data tables?

A: The ECDM model is a conceptual model not the physical representation of the database, and from our point of view, it is fairly self-explanatory. We can explore it in detail during discovery and design phase.

21. Q: Does the ECDM you provided all relate to the use case described in the RFP or are there additional data structures defined in the ECDM for future phases of the project?

A: The model is a guideline for this project and future enhancements.

22. Q: Is any of the data indicated in the ECDM to be imported from other sources or is the ECDM solely designed to house data collected in the data input screens that are part of the solution? Put another way, are there other databases that need processes built to extract and/or load data from/into the new model? If yes please identify these databases and requirements (e.g. what data is being loaded or extracted at what frequency, where are these databases, what version of SQL are they housed one, etc.)

A: You use ECDM interchangeably with Getting Better Data Reporting system (GBD) application that this RFP is designed to develop. Yes, the new application (GBD) will get financial data from our Financial Edge (SQL Server 2005) system and contract/grantee data from our grant management system called Gifts/Alta (SQL Server 2008). We expect the EAI platform to help us with the ability to interface with any internal or external application, assuming those applications have the proper APIs.

23. Q: What is the expected transaction volume (adds, edits, updates, deletes) on the database (i.e. per second, minute, day, etc.)?

A: Although the expected transaction volume is not known at this time, it will not be high due to the number of expected users.

24. Q: What are the system availability requirements for the application/database as expressed in the table below?

<table>
<thead>
<tr>
<th>Availability %</th>
<th>Downtime per year</th>
<th>Downtime per month*</th>
<th>Downtime per week</th>
</tr>
</thead>
<tbody>
<tr>
<td>90% (&quot;one nine&quot;)</td>
<td>36.5 days 72 hours 16.8 hours</td>
<td>18.25 days 36 hours 8.4 hours</td>
<td></td>
</tr>
<tr>
<td>97%</td>
<td>10.96 days 21.6 hours 5.04 hours</td>
<td></td>
<td></td>
</tr>
<tr>
<td>98%</td>
<td>7.30 days 14.4 hours 3.36 hours</td>
<td></td>
<td></td>
</tr>
<tr>
<td>99% (&quot;two nines&quot;)</td>
<td>3.65 days 7.20 hours 1.68 hours</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
99.5% 1.83 days 3.60 hours 50.4 minutes
99.8% 17.52 hours 86.23 minutes 20.16 minutes
99.9% ("three nines") 8.76 hours 43.8 minutes 10.1 minutes
99.95% 4.38 hours 21.56 minutes 5.04 minutes
99.99% ("four nines") 5.26 minutes 25.9 seconds 6.05 seconds
99.999% ("five nines") 31.5 seconds 2.59 seconds 0.605 seconds
99.9999% ("six nines") 3.15 seconds 0.259 seconds 0.0605 seconds
99.99999% ("seven nines") 3.15 seconds 0.259 seconds 0.0605 seconds

A: This is not a highly critical application. We are basically an M-F 7:00 am to 6:00 pm organization. Having said that, it is our expectation to provide high availability to our users, with a minimum of 99.9% ("three nines").

25. Q: Will any other systems consume the data in the ECDM or is it solely intended for use by this application? If so, please identify these system and the type of access they require (e.g. ETL, read-only or read/write, frequency of transactions, etc.).
A: Please see the response to question #22.

26. Q: We will set up a standard suite of admin processes for indexing, defrag, integrity checking using DBCC, etc. however, with regard to backup/restore processes, can we assume there you have a DBA who can manage this once the initial jobs are set up and scheduled?
A: Yes.

27. Q: We understand that the ECDM has already been reviewed and vetted. Is it correct to assume that it is near complete and correct such that the majority of the effort will be on creating the physical database (i.e. tables, relationships, keys, enforcement of referential integrity, store procedures, etc.), performance tuning and compatibility?
A: Yes, the ECDM is a guideline for the creation of the physical database.

28. 21) The RFP indicates that SQL Server 2005 and 2008 are in use. Which one is the intended target for this application and/or will SQL Server 2012 be considered?
A: We would prefer SQL server 2012.

29. Q: Will the SQL Server environment be installed and configured by First 5 or by the chosen vendor?
A: the SQL Server environment be installed and configured by the chosen vendor and the First5LA ITD team.

30. Q: What infrastructure is in place for SQL Server fault tolerance (redundancy, fail-over, etc.) and/or should this be addressed in our proposal as part of the scope?
A: The infrastructure is described in the RFP. First 5 LA expects to have the application built on a VM farm on premise but we are open to all recommendations, including using the Cloud providers.

31. Q: What SQL Server monitoring or disaster recovery tools do you already own?
A: Currently, First 5 LA does not have a DRP in place.

32. Q: What is the planned number of environments for the application and database (e.g. development, QA, training, staging, production)?
A: Development, QA, and production.

33. Q: Can you please provide information about the Application Programming Interface(s) supported by Blackbaud Financial Edge and MicroEdge GIFTS? Specifically, what we want to understand is if there are web services, DLL's or some other programmable interface for these applications. A copy of the documentation around this would be very helpful.
A: Both applications have APIs and First5LA may have to purchase them for the EAI platform. We will explore that with the selected vendor during design phase of the EAI.

34. Q: What is the required data refresh frequency for data that is used by the application and stored in external systems such as Financial Edge and GIFTS (e.g. real-time, daily, weekly, monthly, one-time load, etc.)? Put another way, can we cache the data from these external system and if so, for how long?
A: EAI platform design will be based on real-time, but daily refreshes will be more than sufficient for FE and GIFTS.

35. Q: With respect to the requirement, “the grantee will select where they provide services from a clickable map”, do you own any mapping/GIS software to facilitate this feature?
A: ArcGIS by ESRI.

36. Q: Are there paper documents that the system needs to address and if so, are they:
   a) Always the same, well-defined, standard forms with standard data (“structured”)
   b) Similar forms with standard data that may be in different places on the forms (“semi-structured”)
   c) A broad array of different forms with different data on them (“unstructured”)
A: None.

37. Q: What assistance, if any, will you need from the selected vendor with respect to the migration of existing data into the new system?
A: No migration will be needed.

38. Q: What is the target completion date for the entire project?
A: July - August 2014 or sooner.

39. Q: Is a phased approach wherein pieces of the project are rolled-out over time acceptable or do you prefer to complete the entire project prior to any release to users? Put another way; is there value in finishing and releasing certain modules, while still using existing methods for the components that have not been completed yet? If so, can
you break the project into components that are “severable” and could be released in phases, and provide a spreadsheet of this breakdown?

A: Yes. Yes. See the RFP for the modules.

40. Q: What is your vision for the Post Implementation Support in terms of a Service Level Agreement, i.e. turn-around time, number of hours per week, hours of coverage, etc.?

A: We have requested the proposal to recommend on-going support, M-F 8:00 am – 5:00 pm. All enhancements to the system will be based on T&M.

41. Q: Do you have internal resources to handle Level-1 support (e.g. training questions, hardware or network problems, etc.)?

A: Yes.

42. Q: Do you have Help-Desk software to manage support requests and will the chosen vendor have (external) access to this system?

A: First 5 LA has Helpdesk software. The chosen vendor will not have external access to this system as of this writing.

43. Q: Should the RFP response be single or double spaced?

A: Single.

44. Q: Are staff resumes included in the RFP 20 pages or separate in the appendices?

A: No, resumes are not included in the 20 pages.

45. Q: Are references supposed to be company specific or professional personal references of staff?

A: All are acceptable.

46. Q: What were the results of the pilot program with MicroEdge regarding the grantee data capture process?

A: The results were OK, pilot data screens did capture the data required for First 5 LA reporting. First 5 LA RFP expects to improve data capture, ease of use with the UI and EAI platform for data integration.

47. Q: Is MicroEdge allowed to respond to this RFP?

A: Yes.

48. Q: All external systems will have published API and/or SDK leveraging open internet standards for integration. Please confirm.

A: Yes.

49. Q: Would First 5 LA supply data fields that would need to be incorporated for the integration?
A: Yes and it will depend on EAI platform proposed by the vendor.

50. Q: Appendix L1 is not readable in the version supplied. Can this be updated so that it can be fully readable and/or printed to be viewable?

A: We have created a zipped file with PDF that when opened in native PDF, the data is very legible. Please send First 5 LA an email requesting the data model and we will send you the zipped PDF file. We can also send you the native Erwin file if you have the software. Also see question #6.

51. Q: Have any decisions been made on where and how this app will be hosted? For example, will these be additional virtual machines in the existing environment? Will it co-exist on existing virtual machines with other apps?

A: The infrastructure is described in the RFP. First 5 LA expects to have the application built on a VM farm with additional VM on an existing machine. We are also open to recommendation for the application to be hosted in a Cloud platform.

52. Q: Has a version of SQL Server been decided upon?

A: We would prefer SQL server 2012.

53. Q: Can InterKnowlogy leverage ASP.NET, MVC, and Razor? Have any limitations been imposed on the version of .NET? Can be leverage the latest version of .NET?

A: First 5 LA is open to all recommendations.

54. Q: Are any existing reporting engines being leveraged (e.g. SQL Reporting Services)? Are there any preferred reporting tools that should be considered?

A: First 5 LA does not have a preference for a reporting engine and expects the decision to be made during the design phase.

55. Q: InterKnowlogy is intending to provide all the UX design for the new web app. Will some other entity be providing this?

A: Answer to this question assumes UX = UI. No other entity will provide a UI design.

56. Q: Is there specific browser versions that need to be supported? What are they?

A: IE 9.0 is our current standard but we also use Firefox.

57. Q: Will there by a mobile (web) implementation of the site? A tablet (web) implementation?

A: First 5 LA would like the application accessible on all platforms.

58. Q: What is the predicted workload (concurrent web requests)?

A: The predicted concurrent web requests is anticipated to be light. See responses to other questions in this document regarding estimates for internal and external users.
59. Q: The web site will be designed horizontally, meaning load balanced web servers and clustered SQL Servers. Please confirm.
   A: Yes.

60. Q: Will InterKnowlogy be responsible for the infrastructure architecture?
   A: Yes, in collaboration with First5LA IT staff.

61. Q: Will InterKnowlogy be setting up the servers (or virtual images) in the data center?
   A: Setting up servers will be a team effort with First 5 LA.

62. Q: Will InterKnowlogy be deploying the app to the production servers?
   A: Yes.

63. Q: Will there be a staging environment that needs to be planned?
   A: Yes.

64. For the system integration, a middleware layer (EAI) is called out. The following are questions for the EAI to determine the best approach:
   
   a) Q: It appears that data flow will always be towards the First 5 system. Is that accurate? Will any data be moved out of the First 5 system?
      A: We assume First 5 system = the application in this RFP. In this phase of the project we do not anticipate data flowing from GBD into other systems but we do not expect restriction on the EAI platform.

   b) Q: It appears that the data needs to be moved to First 5 only to prevent duplicate entry of information within the system. Is that accurate?
      A: Yes

   c) Q: How quickly do data changes need to be reflected in First 5 after the change has been made in the source system (e.g. GIFTS)? For example, can data be synchronized each evening (or hourly, etc.) versus immediately?
      A: Yes, daily is sufficient.

   d) Q: SQL Server has a scheduling engine (Integration Services) that can be leverage to run ETL packages. This is part of SQL Server and can alleviate the need for an additional middleware layer. This would work well if changes in the data do not need to be immediately reflected in the First 5 system. Are there any issues with this approach?
      A: First 5 LA is open to all recommendations.

65. Q: 3rd party controls will be leveraged for this effort (e.g. Telerik). Are there any preferred 3rd control sets that InterKnowlogy can leverage?
   A: No.
66. Q: The web app will not be integrated into any existing web sites (e.g. the Drupal-based web app already present). Please confirm.
   A: Yes.

67. Q: How does First 5 LA plan on handling integration data that does not validate according to the data requirements in the RFP, such as percentages must equal 100%? For example will the logic set up simply refuse it and report back an error or does it go into a more sophisticated data staging system? Please clarify.
   A: A grantee entering invalid data should be presented with a meaningful error message with instructions to fix the issue.

68. Q: The sample contract included in the RFP is a Work For Hire contract – is the RFP to develop the database product that First 5 LA will own as a Work For Hire?
   A: First 5 LA is open to all solutions meeting our requirements.

69. Q: Does this RFP allow for an ASP Solution?
   A: First 5 LA is open to all recommendations and solutions.

70. Q: Will there be an automated notification when the RFP answers are posted? If not, do you have a timeline that you anticipate them hitting the website?
   A: The date for posting the questions and answers is Thursday, October 26, 2013. We do not have an automated notification system to notify applicants when new questions and answers are added.