

State of Louisiana
Department of Revenue

Data Warehouse Development and
Implementation Services

Pre-proposal Conference Inquiries and
Official Responses

The Pre-proposal conference was held on July 2, 2007 at the headquarters of the Louisiana Department of Revenue. Vendor representatives in attendance were:

Mark Scogin	Palmetto GBA
Bob Carberry	TCS America
Mark Hollinsead	CIBER, Inc.
Angie Welch	IBM
Chris Burger	Decision Path Consulting
Rhonda Kirkpatrick	Teradata
Les Arnold	Teradata
Scott Galloway	AES
George Manley	Revenue Solutions, Inc.
Robert Law	Synch-Solutions
Saibabu Vallueipalli	Goldstone Technologies
John Eads	Applied Enterprise
Carey Meitzler	APOGEN
Pete Labourdette	DQSI
Ralph Russo	SRA International, Inc.
Mike Rich	PSI
Dave Wheelock	Information Builders
Satish Kumar	Satyam Tech, Inc.
Dave Baxter	Sparkhound

1 – The RFP discusses the 4 phases to full implementation of the data warehouse. Does this RFP address Phase I only?

Response: Yes, the RFP is soliciting services for Phase I only.

2 – One of the requested services is the creation of the logical data model. Is the logical data model to encompass all aspects of the Enterprise Data Warehouse?

Response: Yes, the logical data model is to encompass all aspects of the Enterprise Data Warehouse.

3 – Has the scope or particular application for the first data mart been decided upon?

Response: The first data mart will be built using data from our tax processing application, Gentax, which is a COTS package from Fast Enterprises. The LDR business unit and application are to be determined as part of Phase I.

4 – Since the first data mart will contain Gentax data, will the scope focus on discovery?

Response: Not necessarily. The Gentax application itself contains a discovery module. The scope of this project does not include the duplication or replacement of Gentax functionality.

5 – Will separate RFP's be issued for each of the 4 Phases?

Response: Yes, separate RFP's will be issued.

6 – Will there be any overlapping of the four phases?

Response: A definite schedule for each phase has not been developed. It is quite possible there may be some overlap. It is very probable that an RFP for a succeeding phase will be issued prior to completion of work in a prior phase in order to minimize the timeframe between phases.

7 – Will the Contractor of one phase be allowed to bid on subsequent phases?

Response: Yes.

8 – How many business areas exist within LDR?

Response: The major business units and the divisions comprising each are:

- Office of the Secretary
 - Communications Division
 - Organizational Learning/Training Division
- Office of Legal Affairs
 - Legal Division
 - Policy Services Division
 - Tax Administration Division
- Office of Management and Finance
 - Internal Audit Division
 - Controller's Division
 - Information Technology Division
 - Human Resources Division
- Group I – Data/Payment Processing & Collections
 - Support Services Division
 - Post Processing Division
 - Revenue Processing Center
- Group II – Taxpayer Services
 - Taxpayer Services Division
 - Call Center Division
 - Collections Division
 - In-State Regional Offices
- Group III – Audit & Compliance
 - Field Audit Services Division
 - Office Audit Division
 - Special Investigations Division
 - Out of State District Offices
- Office of Alcohol & Tobacco Control
- Office of Charitable Gaming

9 – Can we get an estimate of the number of flat files that data will be extracted from?

Response: The number of flat files will be minimal. Data will be extracted primarily from SQL tables or table unloads.

10 – Is there a requirement for data cleansing and data conversion?

Response: There will not be much need for data cleansing. The data tables contained in our tax processing application are designed and tuned for a transactional based system.

The ETL process will play a critical role in transforming the data into a form that is more desirable for a reporting and query environment.

11 – The business goals listed in the RFP are broad. Can we get more detailed goals?

Response: Broadly defined goals were intentionally placed in the RFP in order to allow for a broader requirements gathering effort. It is the Department's intent to implement a data mart that will deliver significant advantages to one or more business areas.

12 – What is the size of the database that data will be extracted from?

Response: The database is comprised of 1,157 tables and is approximately 850GB in size.

13 – Has the Department developed a priority list of the business units that will be affected by this project?

Response: A priority list has not been developed.

14 – Which business units will be affected by this project?

Response: All business units will benefit from the planned creation of the Enterprise Data Warehouse. It has yet to be determined which business areas will be affected by the implementation of Phase I. Potential business areas for the first data mart include but are not limited to:

- Taxpayer profiles (Registration)
- Quality review (Post Processing Work items)
- Return & Payment statistical analysis (Policy Services)
- Billing Cycle Efficiency (Collections)
- Refund tracking – timing & amounts

15 – Will the ETL process be LDR's responsibility?

Response: It is anticipated that LDR staff will work in conjunction with vendor staff in developing the ETL processes.

16 – Is the source data stored in SQL Server or the mainframe?

Response: The source data is stored in SQL Server.

17 – Is there a requirement for importing data from external data sources and matching that data with Department data?

Response: There will not be a requirement for importing external data during Phase I.

18 – Is the target data environment SQL Server?

Response: Yes.

19 – Will daily feeds of data be incremental or full refreshes?

Response: Incremental feeds are preferred.

20 – Are multiple sites to be included or just a centralized site?

Response: The headquarters site will be the only site to be included for Phase I.

21 – Are the dates in the Calendar of Events still valid?

Response: There has been no change to the dates in the Calendar of Events.

22 – Will the evaluation of personnel references be weighted toward those having prior tax Enterprise Data Warehouse experience?

Response: No, personnel will be evaluated on their overall experience in Enterprise Data Warehouse projects. Prior tax experience would be beneficial but not required.

23 – Vendors are asked to use Appendix C for providing information on qualifications and past experiences of key personnel. Is the Project Manager the only person for which this info is needed?

Response: The information should be provided for all personnel, in any role, that will assist the Department in evaluating the quality or resources being proposed by the vendor.

24 – What amount of historical data is to be loaded in the data mart?

Response: The amount of data will vary by application. In general, tax applications require four (4) years of historical data.

25 – To what extent will cleansing of data be required?

Response: There will not be much need for data cleansing. The data tables contained in our tax processing application are designed and tuned for a transactional based system. The ETL process will play a critical role in transforming the data into a form that is more desirable for a reporting and query environment.

26 – As for cost, is the Department looking for a fixed price contract or a Time and Materials contract?

Response: The Department wishes to enter into a deliverable based fixed price contract. The proposer should identify the deliverables to be provided and the cost for each deliverable. The total of all deliverables will be used in the financial evaluation and will become the maximum amount billable under the contract.

27 – Will the billing be hourly by deliverable?

Response: When a deliverable has been completed and accepted by the Department, the Contractor may invoice the Department for the total cost of the deliverable provided in their proposal.

28 – Is the Department looking for the requested services to be performed on-site or can some of the services be performed off-site?

Response: The requested services are to be performed on-site so that knowledge transfer to Department employees can occur.

29 – Since the Department will be providing office space for the Contractor's proposed staff, is there a limit to the number of resources that can be proposed?

Response: There is no limitation on the number of resources that a vendor can propose.

30 – What is the Department’s budget for this project?

Response: The Department does not disclose budget information in order to foster competitive bidding.

31 – How many of the Department’s staff will be utilized on this project?

Response: The Department’s staff consists of 6 employees and a supervisor, each performing different roles.

32 – How many Data Marts has the Department implemented to date?

Response: Implementation of the Performance Management Framework from Information Builders, Inc. can be considered a data mart implementation. In addition, there are a number of separate extracts for desktop data marts that have been implemented.

33 – Will there be additional points awarded for the use of subcontractors?

Response: No.

34 – Will the Contractor be given access to Gentax table schema?

Response: The Contractor will be given access to view table schema. Access to the core code within the Gentax product will not be allowed.

35 – Is the Termination for Convenience clause standard in all state issued RFPs?

Response: Yes.

36 – Concerning the Continuance of Contract clause, how far in advance will the Contractor be notified that sufficient funds for contract completion are not available?

Response: In general, the Department will know several months in advance as to whether funding to continue the project has been approved.

37 – How many users will access the data mart within a 5 minute timeframe?

Response: For the first data mart, less than 10 users.

38 – Will training be required for those 10 users?

Response: Yes.

39 – Will the Department entertain the idea of the use of a COTS package to enable the growth of the first data mart into the Enterprise Data Warehouse?

Response: The Department is open to any proposed solution that can be maintained by Department staff.

40 – Is the logical data model to include the entire Enterprise Data Warehouse?

Response: Yes.

41 – Is ongoing maintenance and support to be included in the cost?

Response: No, it is the intent to have Department staff obtain the knowledge necessary to provide support and maintenance.

42 – Would the Department allow a vendor to bid only on the requirements gathering effort and once the requirements are fully known submit a price for the development and implementation services?

Response: No, the total cost must be included in the initial proposal.

43 – Section 2.2 denotes dates for the period of agreement. If the begin date slips, will this automatically move the end date?

Response: The dates provided are a Department estimate of project beginning and end dates. The actual period of agreement dates will be determined by when a contract can be negotiated, signed, and approved and the Contractor's proposed project plan.

44 – In Section 2.6.2, the fourth bullet item refers to customer service. What type of customer service is the Department referring to?

Response: The Department is referring to general customer service, such as the name of the account manager, phone number, etc.

45 – Is the Department's staff knowledgeable of the Cognos tool?

Response: The Department's staff has no experience in using the tool. Installation of the tool is schedule for this month, at which time Department staff will receive training on the use of the tool.

46 – Since this is a services only RFP, please clarify the fourth bullet item in Section 3.3?

Response: The RFP describes the Department's current hardware, software and network environment as well as the Department's plans for the data mart and future enterprise data warehouse. A vendor, through prior data warehouse implementation experience, can include in their proposal any technical issues they may have experienced in other projects having similar size and scope as this project.

47 – Is cost a fixed price or can it be negotiated?

Response: The cost is to be a fixed price.

48 – Is the decision to build a data warehouse driven by any legislative action?

Response: No.

49 – There is a minimal number of business users included in the first phase. Will there be additional users added beyond the first phase?

Response: Yes.

50 – Will SQL Server 2005 be used as the database for this project?

Response: Yes.

51 – Do the initial reports to be created include what-if type scenarios? Since the Cognos tool is not the most appropriate tool for generating what-if type reports, can a vendor suggest other tools for these type reports?

Response: What-if type reports will not be part of the first phase.

52 – What is the Department’s standard configuration for PCs?

Response: Appendix F of the RFP describes the typical client PC configuration.

53 – Does the Department’s data reside on a SAN at the Department of Public Safety?

Response: Yes.

54 – What is the estimated size of the data mart?

Response: The size of the database in Gentax is 850GB. The size of the data mart will not be bigger than the Gentax database.

55 – Has the Department viewed any other state’s data warehouse?

Response: No.