The following are the questions for RFP No. 2017-002 UESP Data Management & Business Intelligence Services.

Question 1: What is the *distribution of residency* associated with the 320,000 Accounts (e.g., 70% the users reside in Utah, 10% reside in by Wyoming, etc.)?

RESPONSE TO QUESTION 1: We are unable to respond to Question 1 because the distribution of residency is considered confidential and proprietary. This information is not required to respond to the RFP.

Question 2: In what form are the following types of artifacts stored, if available? If an artifact is not available, please indicate so.

RESPONSE TO QUESTION 2:

Artifacts Type	Storage Method (e.g., Sharepoint, non centralized Data Storage, Active Directory, Erwin, Embarcadero)
Data Governance Artifacts (Meta-Data descriptions, Ontologies, User Demographics, Data Quality Metrics, Root-Causes for Data Quality Problems)	Not available
Data Stewardship Guidelines	Not available
Cyber Security Policies	Shared Network Storage
Security Entitlement Policies	Not available
Disaster/Recovery; Contingency Planning Guidelines	Shared Network Storage
Data Architectural Diagrams (not data models/physical database diagrams)	Not available
Data Models/Physical Database Diagrams	Not available
Business Intelligence Tools Storyboard Inventory	Not available

Question 3: Is there a Vendor *currently under contract,* that is providing the products/services that are described in this Request For Proposal?

RESPONSE TO QUESTION 3: No

Question 4: If the answer to 3 is yes, did the incumbent vendor participate in writing the Request For Proposal?

RESPONSE TO QUESTION 4: N/A

Question 5: If the answer to #4 is yes, will the incumbent vendor be involved in the review of the submitted Proposals?

RESPONSE TO QUESTION 5: N/A

Question 6: Should the Proposal include planning or offering a Cloud-Based Solution?

RESPONSE TO QUESTION 6: No

Question 7: Does the UESP already use a Cloud-Based Solution?

RESPONSE TO QUESTION 7: No

Question 8: How many different Data Sources are interacting with UESP?

RESPONSE TO QUESTION 8: None

Question 9: If it is allowed, please provide the different types of Data Sources

RESPONSE TO QUESTION 9: N/A

Question 10: How many new data sources are planned for the first year?

RESPONSE TO QUESTION 10: Unknown

Question 11: What types of Services does the UESP currently provide its Account Holders, other than storing and displaying information?

RESPONSE TO QUESTION 11: For a description of the services that UESP provides its Account Holders, please see the information found on https://uesp.org/ and the UESP Program Description https://uesp.org/wp-content/uploads/2016/09/UESPProgramDescription_dest.pdf

Question 12: Does the UESP provide any type of training to its Account Holders (e.g. how to use data analytics for forecasting; how to create multiple 529s for one or more Beneficiaries).

RESPONSE TO QUESTION 12: Technical assistance with the use of UESP online tools is available to Account Holders through online instruction or through the UESP Call Center. Please note that UESP does not provide investment or financial advice.

Question 13: Other than Stored Procedures, are other data transport tools currently being used (e.g., Informatica's PowerCenter, Integration Services)?

RESPONSE TO QUESTION 13: No

Question 14: If the answer to #13 is yes, what are the data transport tools?

RESPONSE TO QUESTION 14: N/A

Question 15: If the answer to #13 is yes, does the Proposal need to address best practices/method to segue from or coexist with those tools?

RESPONSE TO QUESTION 15: N/A

Question 16: How many of the following will the UESP have allocated to this project?

   a. **Business Analyst/Subject Matter Experts**
   b. **Data Base Administrators**
   c. **Data Architects**
   d. **Data Governance Managers/Data Stewards**
   e. **Developers**

RESPONSE TO QUESTION 16: UESP will not provide staff allocated solely to this project. Throughout the project, UESP will provide assigned staff from each of the above categories as needed.

Question 17: Are the technical staff at the UESP currently using JSON?

RESPONSE TO QUESTION 17: N/A

Question 18: Are the technical staff at the UESP currently using XML for data transport, configuration, etc.?

RESPONSE TO QUESTION 18: N/A

Question 19: Do Schema Designs (i.e., XSD's) exist for each type of XML?

RESPONSE TO QUESTION 19: N/A

Question 20: Are questions 15 through 17 out of scope for this project?

RESPONSE TO QUESTION 20: UESP is not sure what is being asked given the questions that are referenced. If this question is in reference to Questions 17, 18, and 19, then UESP's response is "yes."

Question 21: Is it anticipated that a fulltime SSIS Developer be made available during Phase One of this project?

RESPONSE TO QUESTION 21: No

Question 22: Can our SSIS Developer be used for a pre-designated period of time, during the Current State Assessment and Knowledge-Transfer Phase (i.e., Best-Practices for moving from UESP SQL Server Stored Procedures to Integrated Services)?

RESPONSE TO QUESTION 22: Bidders may propose staffing which they feel will best meet the goals of UESP.

Question 23: Are there other types of Business Intelligence Tools already in place that must be compatible with the Tableau solution provided (e.g., Business Objects, Cognizant, Microstrategy)?

RESPONSE TO QUESTION 23: No

Question 24: Does the UESP currently using any Data Profiling tools?

RESPONSE TO QUESTION 24: No

Question 25: After the answers to these questions are posted on https://www.utah.gov/pmn/index.html, what search criteria should be used to display the answers?

RESPONSE TO QUESTION 25: The questions and answers will be posted in .pdf format.

Question 26: Where, physically, are 529 related systems located and staff? Please include all systems that provide data to and consume data from 529 related systems.

RESPONSE TO QUESTION 26: The systems and staff are located in Salt Lake City, Utah.

Question 27: Where are 529 system vendors located in terms of their technical staff as well as any staff responsible for providing technical or user support?

RESPONSE TO QUESTION 27: The relevant staff are located in Salt Lake City, Utah.

Question 28: Many states currently operate 529 systems. National rankings exist that may help identify potential "best practices states" such as Virginia. Are there any states in particular that Utah believes would be productive to speak with, either by phone or in person?

RESPONSE TO QUESTION 28: UESP has not designated any specific states to serve as such a resource.

Question 29: In our experience the need for on-site presence differs by project task. Project kickoff require on-site work. Documentation review can be performed off-site. Interviews, requirements gathering, code review, and product or report assessments can be driven by the number and location of participants that maintain the systems and processes in question. Developing and testing are also driven by physical location of these involved. Are there specific tasks that Utah believes requires onsite presence by key vendor staff?

RESPONSE TO QUESTION 29: The evaluation of existing warehouse facilities, assessment of information needs and ny warehouse architecture/development efforts could benefit from and may require, on-site presence.

Question 30: When extended on-site presence is required we often minimize travel costs by renting local accommodations booking travel in advance. Does Utah have arrangements in place that we can use to minimize travel related costs?

RESPONSE TO QUESTION 30: No

Question 31: What technologies are currently in place? What technologies are desired to be in place if not already used?

RESPONSE TO QUESTION 31: UESP has Microsoft SQL Server and Tableau. UESP would like to consider how it could add SSAS, PowerPivot and PowerBI to its solution set.

Question 32: The RFP document mentions data marts and Tabular models.
Is it correct to assume it is referring to Microsoft Analysis Services (SSAS) tabular models?

RESPONSE TO QUESTION 32: No, UESP is not using SSAS.

Question 33: Tableau is mentioned as the main analytics/reporting tool.
Is Tableau expected to hook directly to SSAS Tabular models for reporting?

RESPONSE TO QUESTION 33: No, but this can be given consideration.

Question 34: Or is the expectation to load Tableau extracts from Tabular or the Data
Warehouse to the Tableau Server?

RESPONSE TO QUESTION 34: UESP currently loads Tableau extracts from its Data Warehouse and can continue that practice or consider other options.

Question 35: It is mentioned to assist in making Tableau use large data sets efficiently.
What is considered large data sets that Tableau is expected to handle?

RESPONSE TO QUESTION 35: Tableau will be expected to handle millions of rows.

Question 36: Speaking of large data sets, what is the expected data size of the largest
table(s)?
Millions? 100s of Million? Billions of records? (Trying to understand whether Big Data
setups/tools may become necessary)

RESPONSE TO QUESTION 36: The expected data size of the largest tables will consist of millions of rows.

Question 37: What is the urgency/frequency of data loads?
Is the data or some of the data needed near real time for reporting and analytics?
Or are users ok with daily or even weekly updates?

RESPONSE TO QUESTION 37: UESP does a nightly warehouse load and this frequency is deemed sufficient.

Question 38: Who are the end users of the reports? Internal users?

RESPONSE TO QUESTION 38: The end users of the reports are internal staff, analysts, and UESP management. In addition, UESP's account owners can view a performance dashboard of their accounts.

Question 39: Are there power users needing access to data warehouse tables or other special access to data?

RESPONSE TO QUESTION 39: Yes

Question 40: Are there external customers (account holders) needing access to Tableau or other sort of reporting from BI / data warehouse?

RESPONSE TO QUESTION 40: Our Account Owners have the ability to view a Performance Dashboard after they have logged into their account. The data comes from our Data Warehouse while the visualization is a custom javascript application.

Question 41: How many users will access Tableau?

RESPONSE TO QUESTION 41: Approximately 20

Question 42: Concurrently how many you think?

RESPONSE TO QUESTION 42: Approximately 10

Question 43: The RFP document mentions 320k accounts with 14 options of investments.

RESPONSE TO QUESTION 43: The number of accounts continues to grow and investment options may change.

Question 44: At which level of detail (if any) will these various mutual funds etc. be interacting or stored in the data warehouse?

RESPONSE TO QUESTION 44: General information only (eg, Name, NAV, Type)

Question 45: Will there be monthly statements of each account holders investment results?

RESPONSE TO QUESTION 45: Monthly Statements are provided to account holders.

Question 46: Or will intraday trades within each fund be stored in the data warehouse?

RESPONSE TO QUESTION 46: UESP does not store intraday pricing or trade data.

Question 47: Is UESP using or considering using any ETL tools other than SSIS to assist with the data warehouse?

RESPONSE TO QUESTION 47: UESP currently handles the ETL process through stored procedures, but is interested in the potential use of SSIS packages.

Question 48: Question 48: How many Tableau Server Interactors do you have?

RESPONSE TO QUESTION 49: Approximately 15

Question 49: Do you anticipate changes needed to the number of Tableau desktop or Server interactors you have in the near future?

RESPONSE TO QUESTION 49: UESP anticipates that its needs will increase by 1 to 2 users per/year.

Question 50: Do you see this as a discovery phase followed by an implementation phase? We see the 12 bullets as discovery that will lead to a more detailed implementation plan, but we won't know the full scope until after discovery

RESPONSE TO QUESTION 50: UESP does anticipate a discovery phase and an implementation phase as part of the RFP, although there could be parallel efforts and UESP may decide to undertake any implementation efforts ourselves. We understand that discovery may lead to future initiatives.

Question 51: How many Tableau dashboards will need to be evaluated as part of the estimated effort?

RESPONSE TO QUESTION 51: Approximately 10-15

Question 52: Are your sources primarily on Microsoft SQL Server? Other platforms?

RESPONSE TO QUESTION 52: Microsoft SQL Server

Question 53: How many subject areas are included in your Data Warehouse?   Number of Dimensions? Facts?

RESPONSE TO QUESTION 53: UESP has not implemented a multi-dimensional model.