



REQUEST FOR QUALIFICATIONS & QUOTATIONS

ACQ-2014-0401-RFQQ

QUESTIONS & ANSWERS DOCUMENT

April 30, 2014

The Administrative Office of the Courts published the Request of Qualifications and Quotations, ACQ-2014-0401-RFQQ, on April 11, 2014 and Amendment 1 on April 23, 2014 for the Business Objects v. 3.1 Service Pack 6 (SP6). As required under RFQQ Section 1.8 – Acquisition Schedule, answers to Vendor submitted questions are provided below.

Q1: What is the user base of the BI system (number of users like developers, power users & report consumers)?

A1: AOC has 1400 report users; approximately 100 of those users are considered power users.

Q2: How many users/teams need to be trained? Will the training going to be at a single location?

A2: No new training needed for power or report users as little has changed with this SP; however, customized administrative (2) and server (3) training is desired as it is believed new functionality will be available at the configuration level.

Q3: Can you please share the existing architecture diagram of BOBJ reporting environment and infrastructure (number of servers, load balancing, security, portal layer, OS, current SP level)?

A3: See Exhibit G – Business Objects Model.

Q4: How many reports and dashboards are there in current environment?

A4: In Production, there are 246 statewide reports with 5 containing charts/graphics. Additionally, there are approximately 6,946 local court reports and another 20,910 personal folders.

Q5: What are the top 5 current key issues (performance, technical errors etc.) prevalent in the current system?

A5: The following list provides current key issues has with AOC's current Business Objects system:

- a) Security and compatibility to Java 1.7.
- b) Identify and resolve current performance issues with AOC's Business Objects v. 3.1.
 - i. Enable auditing capabilities.
 - ii. Enable WEBI rich-client as an enhancement.
 - iii. Resolve time out issues for client in WEBI.
 - iv. Enable Active Directory synchronization of credentials.
- c) Ensure licensing compliance.

Q6: Is fixing the issues in existing environment part of this engagement?

A6: Yes. See RFQQ Section 5.7

Q7: What is the expected start date and completion date for this upgrade?

A7: Per RFQQ Section 1.8, contract execution shall occur on or before June 9, 2014. Per RFQQ Attachment A, the expected start date should be within five (5) business days of contract execution. Based on RFQQ Section 1.4 and RFQQ Exhibit C, Section 2.1, any contract awarded as a result of this RFQQ shall be a single one (1) year term. For additional information regarding completion date, see A21 below.

Q8: Is there any product customization (SDK) and third party environment done in the current scenario (non-upgraded environment)?

A8: Under previous Vendor engagements, AOC required a modification to the splash screen to add the AOC logo, one internal file was changed to use a different Style Sheet, and the "System" option was removed from the production sign-on for InfoView.

Q9: Will AOC BI IT staff be assigned full time to this project and actively sharing the project responsibilities?

A9: Yes

Q10: Are all project work expected to be completed onsite and remote? Would you be open to any offshore component as a part of this engagement?

A10: See RFQQ Section 5.4. AOC will only accept offshore resources who are identified as non-key project staff. All Vendor resources (key project and non-key project staff) working on this project must be available during AOC regular business hours (Monday – Friday, 8 AM – 5 PM) Pacific Time, except for AOC holidays.

Q11: How many reports do you currently have?

A11: See A4 above.

Q12: How many source systems?

A12: There are two source systems, one uses SQL data and the other uses DB2 data.

Q13: How many universes?

A13: AOC's Business Objects system currently has 17 production universes and 83 universes in development. Some of the development universes may not be used.

Q14: How many environments (i.e., dev, test, production)?

A14: AOC currently has two environments for its Business Objects system: development and production. We do have three versions of the universe in the development area to simulate development, test, and production environments.

Q15: What version of Business Objects are you running now?

A15: AOC is currently running Business Objects version 3.1.SP5. See RFQQ sections 1.2 and 4.1 for additional information.

Q16: When you anticipate moving to Business Objects version 4.x?

A16: Upgrading to Business Objects version 4.x is tentatively planned for late 2015/early 2016; however, this next project phase is solely dependent upon funding and AOC resource availability.

Q17: Can work be completed offsite or do you want someone onsite for this project?

A17: See RFQQ Section 5.4.

Q18: Do you need full validation of all existing reports or just a subset when testing for the upgrade?

A18: AOC requires full validation of production statewide reports and spot checks of non-production and local reports.

Q19: What tool sets are you using from Business Objects (i.e., Web intelligence, crystal reports, dashboards, etc.)?

A19: AOC uses the following toolsets from Business Objects: InfoView, CMC, Designer, Import Wizard, and Web Intelligence (Webi)

Q20: What BOBJ server & reporting tools do you currently use? Provide the tool versions.

A20: AOC currently uses the reporting tool, Webi R3.1. For Business Objects Server information, see Exhibit G.

Q21: In Page 4 (Section 1.4), you mention that contract is for “one year term”. Does this mean that this upgrade/training will last for 1 year?

A21: Based on RFQQ Section 1.4 and RFQQ Exhibit C, Section 2.1, any contract awarded as a result of this RFQQ shall be a single one (1) year term. RFQQ Exhibit C, Section 2.2 states “the term of the SOW shall not exceed the term of this Contract”. AOC expects Vendors to submit proposals with project schedules based on their previous experience with other government clients. AOC will not accept proposals that include project schedules for a duration that exceeds a single contract term. The period of performance set forth in Attachment A of any executed contract shall be based on the schedule proposed by Vendor and as negotiated with AOC.

Q22: Do you currently have an external vendor to support your BI needs or is it all supported in-house?

A22: Support for AOC’s Business Objects system is provided completely by internal/in-house staff.

Q23: How many active BI users do you have and what is the total number of BI users?

A23: See A1 above.

Q24: Does the “Ultimate Reporting Environment” vision include mobile Devices?

A24: Not at this time, but AOC may consider it for the future upgrade path for Business Objects v. 4.x.

Q25: What web application server do you currently use for BO?

A25: AOC uses both Tomcat and IIS as web application servers.

Q26: If there is an ERP system, do you use BO to report directly against the ERP tables?

A26: The only environment AOC’s current Business Objects uses are tables from IBM DB2. All other data comes from SQL server.

Q27: Which BI tools implementation/Upgrade fall under the scope of RFQQ?

A27: The following tools fall under the scope of this RFQQ: Designer, InfoView, Webi, Rich Client, CMC, and Import Wizard.

Q28: What is the current authorization and security strategy followed for BO?

A28: AOC follows Active Directory (AD) and Enterprise for administration under its current authorization and security strategy for Business Objects.

Q29: What are the tools that are in scope for the BO training?

A29: See A19 above. See RFQQ Sections 4.1.1 and Section 5.7 for further information.

Q30: Is the “evaluation of IT security policies and practices” related to BO security or general IT security?

A30: Both, see Amendment 2 for further information and clarification.

Q31: Are the auditing needs related to the auditing of BO activities on the server or general IT audits?

A31: BO activities, but also see A30 above.

Q32: Only 2 resources are mentioned in Section 4.5 i.e. Project Manager and BO Lead. Since the contract duration is stated to be 1 year does this mean that these 2 resources will be needed for 1 year? Are there any other resource needs?

A32: Per RFQQ Sections 4.3.1 and 4.3.2, Vendor is required to identify its proposed key project team. Specifically, RFQQ Section 4.3.1, states “at a minimum, the proposed project team must include a Vendor Project Manager and a Business Objects Development Lead as key project staff”. RFQQ Section 4.3.2 requires the Vendor to submit resumes for all key project staff identified by Vendor. Furthermore, RFQQ Section 4.5 identifies the qualifications requirements for both the Vendor Project Manager and the Business Objects Development Lead. See RFQQ Sections 4.3 and 4.5 for further details.

Q33: Section 5.9.1 talks of “installing” BO 3.1 SP 6. Is this an “install” or a patch upgrade?

A33: The RFQQ includes a patch upgrade with configuration enhancements to implement tool capabilities not provided with SP5 upgrade.

Q34: What security model is currently implemented - e.g. active directory/ SAP Authentication, etc.?

A34: See RFQQ Sections 4.1.1, 4.5, and 5.7 for further details. Also refer to Exhibit G – Business Objects Model.

Q35: How many dashboards and reports are in your current environment?

A35: See A4 above.

Q36: Is there any scheduling of the reports? If yes, to what destinations are these reports distributed to?

A36: Yes. Statewide scheduled queries are sent to Business Objects Inbox, email, or file location. Local scheduled queries are sent to email, FTP, or File location.

Q37: How are the reports consumed by users in the current system? Are they consumed through BO BO InfoView or SharePoint or any portal?

- A37: Reports are consumed through Business Objects InfoView; however, AOC is interested in learning how reports can be consumed using SharePoint or any portal
- Q38: Please describe your current internal BI (support) team size & their respective skill levels.
- A38: AOC's current internal Business Objects team includes one (1) Database Administrator, one (1) Client Admin/Universe Designer/Report writer 2.5 Report writer – 2.5 staff; ETL Designer/Developer/SQL – 1 staff; ETL Developer/SQL – 1 staff. All BO skill levels are moderate.
- Q39: What are the different sources of data that feed the BO semantic layer?
- A39: All data is fed currently from one database. There is one nightly feed from our operational data source for changes that occurred during the day which feeds our court customer data marts on SQL Server. There is also a load every two hours from our operational data source for changes that occurred during the previous two hours which feeds our public data mart on SQL Server. There are three "real time" universes using DB2 for financial data, electronic ticket images, and hearing information. See A3 above.
- Q40: Please provide a System Landscape diagram of the current BI system.
- A40: See A3 above.
- Q41: What is the exact support pack and patch level of the current SAP BO environment?
- A41: 3.1 SP5
- Q42: Is SAP HANA a consideration in the existing long-term Analytics strategy?
- A42: Possibly; however, further research by AOC would be needed.
- Q43: Why would you rather not to go for a BO 4.0 or 4.1 upgrade rather than a SP 6 patch upgrade of BO 3.1?
- A43: See A16 above.
- Q44: What is the current operating system on which BO runs?
- A44: See A3 above.
- Q45: What is your current data warehouse volume? How much percentage of this is reported data on a regular basis?
- A45: Current data warehouse volume is 3 billion records. AOC does not have information to provide the requested percentage of reported data on a regular basis.
- Q46: Which BO tools do you currently have license for?

A46: AOC currently maintains licenses for the following tools: Webi, Dashboard Analytics, BI Widgets, CMC, Performance Management, Designer, Discussions, Encyclopedia, InfoView, Report Conversion Tool, Strategy Builder, Translation Manager, and Rich Client.

Q47: What is the current number of active universes?

A47: See A13 above.

Q48: Any Custom BO development or Add-ons from third party vendors? Example: Map plug-in, Webi extensions etc.

A48: See A8 above.

Q49: Do you use BO scheduler or have a separate job scheduling tool like JAMS, Autosys, Control-M?

A49: AOC uses BO scheduler.

Q50: What is the current upgrade roadmap? Any Hardware upgrade in the scope?

A50: AOC does not currently have an upgrade roadmap. The Business Objects v. 4.x Readiness Report, or an upgrade roadmap, is identified as a project deliverable in RFQQ Attachment A – Statement of Work. Any associated hardware requirements required for Business Objects v. 4.x are expected to be included in this report as well.

Q51: What is current version and Support package level for your BO tools?

A51: See A41 above.

Q52: Any issues or challenges with the current Support package?

A52: See A5 above. Also see RFQQ Section 5.7 for further information.

Q53: Are foreign nationals working remotely from offshore locations acceptable?

A53: This is acceptable to AOC only for non-key project staff. See A10 above for additional information.

Q54: Is there a citizenship requirement?

A54: No; however, AOC does expect Vendor to make all project resources available to meet all required deliverable due dates as proposed in their RFQQ Proposal and in any executed contract with AOC. See A10 above for additional information.

Q55: Is background check and security screen required? If so, how are they to be performed? Are our corporate background checks acceptable?

- A55: Yes. See Revised Exhibit C – Draft Contract, Section 13.1 – Background information as incorporated under RFQQ Amendment 2 for additional information.
- Q56: Is there specific document/deliverable review process in AOC, how long does it take?
- A56: Typically, project management-related deliverables take up to ten (10) business days for AOC to complete the review process. Other major project deliverables which may vary in complexity and size may take longer for AOC to review. As identified in RFQQ Attachment A – Statement of Work, Vendor should propose a reasonable duration for AOC review for each of the project deliverables based upon experience from similar projects with government clients.
- Q57: Is the network and firewall managed by AOC or by Vendors, how long is the response time for a ticket related to the network can be solved?
- A57: The network and firewall are managed by AOC, but response time is solely dependent on the uniqueness and complexity of the problem.
- Q58: Will there be network redesign plan parallel with the project?
- A58: No.
- Q59: Is there any other third party service providers involved that we would have to work with to deliver the project? What is the leading time for any request to them?
- A59: No.
- Q60: Will the required hardware (Server, Storage, network device, firewall device) be ready before project started?
- A60: Yes
- Q61: Is there specific firewall environment in customer network?
- A61: Yes
- Q62: How much extra capacity is in the infrastructure to support a parallel development environment?
- A62: Another development server will be made available to the selected Vendor.
- Q63: Who will manage/administer the infrastructure during the project?
- A63: The manager from the AOC Data and Development Management section will manage this project on behalf of AOC project. AOC Business Objects system administrator will act as the lead subject matter expert and will be directly involved and led the collaboratively between the AOC Business Objects team and the selected Vendor.

Q64: What are the infrastructure components make and models (Servers, storage, networking)?

A64: The following list provides the current infrastructure components for the AOC Business Objects system:

1. Server 1: (Production/Active) IBM x3850

OS: Windows Server 2003 EE SP2
CPU: 4 x 2 core Intel Xeon 3.0 GHz
RAM: 32 Gb

2. Server 2: (Standby/Passive) IBM x3850

OS: Windows Server 2003 EE SP2
CPU: 4 x 2 core Intel Xeon 3.0 GHz
RAM: 64 Gb

3. Server 3: (Development) IBM x3650

OS: Windows Server 2003 EE SP2
CPU: 1 x 2 core Intel Xeon 3.0 GHz
RAM: 8 Gb

4. Storage:

IBM FS820 (DW Production)
IBM DS4800 (Development)

Q65: What kinds of the Source Systems for BO (BW/Database/Flat File/etc.)?

A65: See A39 above.

Q66: Whose component are used in BO system (Universe/WebI/Crystal Reports/Dashboard)?

A66: Webi, universe, and InfoView are used in AOC's Business Objects system.

Q67: What is the performance bottleneck of current BO server (e.g., aggregates upon detail data, reports contain certain data almost Raw level, complex calculations in reports)?

A67: Currently there is a bottleneck in universe security because the older universes have all outer joins.

Q68: How the BO Authorization is be implemented (e.g., done in BW, done in BO)?

A68: BO uses AD for authentication. BO uses universe security and BO security using Access levels, groups, and folders.

Q69: What is the Architecture of BO Server? What is the OS (e.g., Windows, Linux or Unix)? What is the database (e.g., Oracle, MS SQL or DBS)? What is the Application server (e.g., Tomcat or IIS)? Is it clustered?

A69: See A3 above.

Q70: Does BO reports are integrated in Portal? If so, how (e.g., SAP Portal, IBM Websphere, or Oracle web logic portal)?

A70: No, Business Objects reports are not integrated in Portal, but are only accessed in InfoView.

Any modifications to the RFQQ required as a result to answers provided herein by AOC will be provided as an amendment to the RFQQ. Any such amendment will be published as a separate RFQQ document and will be available at .

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