



Peel CAS  
RFP: RFP 2022-12-003  
Data Analytics Modernization

Date: December 19, 2022

Response to Supplier Queries 2

- Question:** What is the various type of data existing presently such as Finance, HR etc.,  
**Response:** Case Management, HR and Finance
- Question:** How many existing entities/interfaces are there?  
**Response:** SSRS and Power BI reports are reading from a SQL server database that contains extracted data from the source applications.
- Question:** What is the data volume? From when, the data has been maintained.  
**Response:** There are approximately 400k-500K case management and 500k-600K participants (historical and active) data
- Question:** How data archiving has been? Hope that acquired data should also be used for analysis.  
**Response:** There is a separate database specifically for reporting and dashboard, data are refreshed on a daily basis and historical data are loaded into tables on a yearly basis.
- Question:** How many systems/applications are in place? Do all systems and applications utilize the same database? if not, do you have data warehouse for data consolidation?  
**Response:** There is one reporting database in SQL server used for reporting and dashboard.
- Question:** What are the data sources that is imported using ETL tool? What application/tool is utilized for ETL tasks?  
**Response:** Excel data is being used to import data to the SQL server using SSIS
- Question:** Are there any unstructured or semi-structured data that we need to handle for analysis?  
**Response:** Currently, all structure data. Depending on the BA and requirements gathering, unstructured or semi-structured data may be in use.
- Question:** How can Peel CAS help us gather the required information?  
**Response:** We are looking for a vendor to take the lead on business analysis, requirements gathering and review of existing reports, dashboards and KPIs. Our internal project team will assist in this activity through focus groups etc.
- Question:** Do you share the technical documents or system architecture to understand the data model and Architecture?  
**Response:** yes, we will provide an overview of the existing architecture to ensure common understanding of the current reporting and dashboard environment as well as KPI's
- Question:** Would you assign any dedicated technical SPOC for support the requirement analysis?  
**Response:** yes



- Question:** Is Peel CAS comfortable getting this project executed remotely  
**Response:** *This question has been responded in previous supplier query response.*
- Question:** Approximately how many reports and dashboards are there?  
**Response:** Currently, there are more approximately 15 Power BI reports, more than 40 SSRS reports and several dashboards.
- Question:** Complexity of reports in terms of number of data objects used, no of drilldown reports, complexity level (Basis our definition below) etc.,  
**Response:** Medium
- Question:** Documentation on the existing Power BI system reports  
**Response:** yes, there is some documentation on existing Power BI reports
- Question:** Walkthrough of existing system, DB model, power BI reports if possible  
**Response:** yes, this is our preferred method to ensure common understanding of the current reporting and dashboard environment.
- Question:** Document of current KPIs and compliance measures  
**Response:** yes, we do have some documentation. Also, the requirements of this RFP is to review and refine KPIs and compliance measures based on the result of business analysis and requirements gathering.
- Question:** Business expectation on defining the KPI and measures  
**Response:** Case Management is the first priority for KPI and compliance measures, next step is to provide a roadmap for how we can integrate the Case Management data with HR and Finance for reporting and analysis.
- Question:** What versions of Power BI and SQL Server are currently in use?  
**Response:** Power BI service 13.0 and SQL Server 13.0
- Question:** How many existing reports needs to be rebuilt and what would be the complexity level - Basis our definition below?  
**Response:** Medium, the number of reports is depending on the RFP deliverable 11.3
- Question:** We presume that Peel CAS wants to continue with Power BI  
**Response:** yes, we would like to continue to utilize Power BI
- Question:** What is the anticipated timeframe for long-term support? (Post deployment)  
**Response:** 2-4 weeks of support depending on agreed-upon post-deployment discussion
- Question:** What is the anticipated timeframe for development and deployment?  
**Response:** 3-6 months
- Question:** Is it fine with an entity outside Canada?  
**Response:** *This question has been responded in previous supplier query response.*



Question: Is it open for remote locations?

Response: *This question has been responded in previous supplier query response.*

Question: Related to Section D 11.3.2; to determine the effort associated with this deliverable, please quantify the following:

- Number of current Power BI reports
- Number of data tables within the current environment needed for reporting
- Number of current users.

Response: Currently, there are more approximately 15 Power BI reports, 7 data tables.

Question: Related to Section D 11.3.3; Can Peel CAS provide any details of existing compliance measures?

Response: Service Volumes based on Child Protection Standards

Question: What is the expectation for long and short term? E.g 1 year to 5 years? or 1 month to 1 year?

Response: short term will be during the development phase and long term would be post-development support.

Question: What levels of support services is expected, 24x7? Business hours only?

Response: Business hours only

Question: Should support include only fixes or also enhancements/changes as well?

Response: Fixes only

Question: Regarding section 11.3 Deliverables; Item 6 Knowledge Transfer Sessions including; Provision of as-built documentation

Response: We require documentation of developed reports and dashboard

Question: Is Peel CAS wanting this knowledge transfer provided as a Train the Trainer module; where 1-2 subject matter experts from your team are provided an in-depth transfer of all source material, who can then train their organization as needed? Or are you wanting more of a tiered training release where certain areas/departments receive different, yet appropriate, release of information? (example; high-level overview session for management/board, end user best practices for everyday user, and finally detailed workflow, dashboard maintenance, troubleshooting for Peel CAS IT area)

Response: Train the Trainer