**(Your Credit Union’s Logo Here)**

<Insert Month Day, Year>

<Insert Vendor Name>

<Insert Vendor Address>

RE: Request for Proposal

We have completed preliminary research and are interested in a partnership with your organization. We are seeking a request for proposal for our Big Data Reporting and Analytic (Business Intelligence) needs.

**Key Dates:**

* Requests for Proposal are due on or before <Insert Month Day, Year>.
* All product demonstrations to be completed by <Insert Month Day, Year>.
* Vendor due diligence will be completed by <Insert Month Day, Year>. This includes completion of contractual and pricing negotiations.
* A commitment to the implementation to begin on or before <Insert Month Day, Year>.

Please do not hesitate to contact <Person of Contact #1> or <Person of Contact #2> with any questions.

Cordially,

<Name>

<Title>

<Organization Name>

<Phone Number>

<Email>

**Background:** <Organization’s Background> <Big Data reporting/analytics Background>

We are seeking a business partner and software to:

* Complete the work necessary to integrate the data and/or provide services (SQL Database Services) to develop the data warehouse. We require resources to build the processes that integrate the data as well as build out several pre-defined reporting templates/reports. These include:
  + <Insert Reporting Need 1>
  + <Insert Reporting Need 2>
  + <Insert Reporting Need 3>
  + <Insert Reporting Need …>
  + <Insert Reporting Need n>
* Provide end use tools that do not require special programming language or knowledge to perform analysis or obtain answers to questions (or the next question)
* Incorporate analytical software for portfolio management, projections of loss/income and credit risk analysis to name a few categories.
* Allow the end user to customize views and dashboards
* Perform validations/views to ensure data integrity and balancing back to general ledgers
* Provide a portal for organizational reporting (one location)
* Lock down “one version of the truth” while allowing the end user to filter and sort data as they choose but never losing the integrity of key versions/definitions.
* Provide the ability to lock down confidential information by permissions based controls
* Access from mobile devices
* Ability to interact with reports for owner commentary (i.e. on audit reports or comments on trends, footnotes, etc.)
* Ability to correct found database issues from one period so they do not continue to be repeat integrity issues.
* Automate the completion and delivery of scheduled reports.
* House ancillary tables used for a variety of reasons
* Analyze/segment raw data feeds from feedback forms, Facebook commentary or other surveys into usable and summarized information.

Our potential partner must be a proven industry leader and meet our vendor due diligence requirements.

**Scope:** Creation of a central data warehouse with automated jobs to move in key data, creation of primary and secondary keys, and creation of joined tables or “key data sets” to support end-user report creation or data sets for analysis. The central data warehouse organization design needs to support ancillary products to connect for dashboards and analysis. Alternatively integrate all of our data sources linked to member level records from all of our disparate data sources.

**Data Sources to Integrate:**

<List all sources to be integrated (e.g. Meridianlink, PSCU, FICS, etc…)>

**Company Profile:**

|  |  |  |
| --- | --- | --- |
| # | Question | Vendor Response |
| 1 | Year established |  |
| 2 | Parent company, if applicable |  |
| 3 | Exchange on which you are listed, if public |  |
| 4 | Ticker symbol, if publicly owned |  |
| 5 | Number of states in which you do business |  |
| 6 | When did you begin offering this service? |  |
| 7 | Number of employees overall |  |
| 6 | Number of client support staff overall. List your client to support staff ratio |  |
| 9 | Normal hours of availability of support staff |  |
| 10 | Is weekend and evening support available? |  |
| 11 | After-hours cost for support |  |
| 12 | Do you have a dedicated compliance person? |  |
| 13 | Is there any pending litigation against you? |  |
| 14 | Do you rely on a third party to deliver any part of the service? |  |
| 15 | Do you provide clients with standard policies and procedures? |  |
| 16 | Do you have a web site? Please indicate URL. |  |
| 27 | What kind of background checks are completed on your employees? |  |
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**Financial Strength:**

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| # | Question | Vendor Response |
| 1 | Asset size - most recent financial statement |  |
| 2 | Date of financial statement |  |
| 3 | Asset size one year prior |  |
| 4 | Gross revenues year-to-date |  |
| 5 | Net income year-to-date |  |
| 6 | Gross revenues previous year |  |
| 7 | Net income previous year |  |
| 8 | Balance sheet - most recent period and one year prior |  |
| 9 | Income statement - most recent period and previous fiscal year |  |
| 10 | Cash flow statement |  |

**Reporting and Billing: (Optional May be Provided After Vendor Selection)**

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| --- | --- | --- |
| # | Question | Vendor Response |
| 1 | If requested, will you provide detailed and summarized activity reporting for any time period? |  |
| 2 | Do invoices provide sufficient detail for each expense type? |  |
| 3 | Please provide a sample billing |  |

**Insurance and Bond Coverage: (Optional May be Provided After Vendor Selection)**

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| # | Question | Vendor Response |
| 1 | Please provide a copy of your Acord Certificate of Liability. |  |
| 2 | If you are providing any form of construction services, security services, or has authorization for a connection to or from our network, please provides a copy of your bond coverage. |  |

**General:**

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| --- | --- | --- |
| # | Question | Vendor Response |
| 1 | For each solution proposed, describe the software, hardware requirements, and provide a cost quote. Please be sure to list all software components and options and denote recommended or not recommended and why. Include price quotes even if it is not a recommended solution. |  |
| 2 | Give us an idea of how you can help us become more efficient in reporting and analytics. Provide case studies |  |
| 3 | Have you been SAS70 (SSAE 16) certified? Explain how you were certified, when and by whom. Please provide verification of the SAS70 (SSAE 16) certification. |  |
| 4 | Describe your approach to your business partnership with your customers. |  |
| 5 | What are the top two reasons we should choose to develop a business partnership? |  |
| 6 | What are the proposed site visits (your facility or other clients) and what costs are associated or would be provided by your company (travel expense) |  |
| 7 | What level of service/support is available for implementation of this project? Speak specifically to packages that you, our partner will complete the work necessary to integrate our data and/or build the central data warehouse. Also include services available to build key reports and scorecards. |  |
| 8 | What are the options available for a “try before you buy” experience. We have provided a variety of samples of work completed with prior analytics staff and more complex style reporting and projections. What is the timeframe allotted for this process? |  |
| 9 | Provide a list of current clients. Indicate the industry and length of time as a client. |  |
| 10 | Is your system built on high performance hardware? Explain. |  |

**Training and Expertise:**

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| # | Question | Vendor Response |
| 1 | Describe the skill set and length of experience to manage the software and integration inclusive of “power users”, database administration, moderate users and those who would interact with data. |  |
| 2 | Describe the end use tools available and the training/skill set required to be fully functional on the end use tools. What is the typical length of time a “power user” would be efficient in the system. |  |
| 3 | Provide training materials you have available. |  |
| 4 | What training is available? Describe and include the costs, length, timeframes and content/agenda. Provide locations if applicable. |  |

**Data Integration:**

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| # | Question | Vendor Response |
| 1 | What is the process and requirements for data integration? Speak specifically to the products, tools, and file requirements. |  |
| 2 | Describe a typical integration process indicating the number of sources and systems and the most complex integration you have completed with data? |  |
| 3 | How is the data integrated? (Centralized data warehouse or other) and describe. |  |
| 4 | Outline the integration process in terms of the tools, file formats or other connectivity requirements. |  |
| 5 | Describe the process to integrate new sources of data. |  |
| 6 | Describe your data validation processes |  |
| 7 | Are there any types of formats or language/architecture you cannot integrate (i.e., Oracle, mumps, Linux, Cache) |  |

**Back Up and Disaster Recovery:**

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| # | Question | Vendor Response |
| 1 | Describe how the database/system is backed up and with what frequency. |  |
| 2 | Describe the disaster recovery process of the database/solution. |  |
| 3 | Do you have a business resumption plan? If so, please provide. |  |
| 4 | Do you have a hot site as a backup? |  |

**Features and Functionality:**

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| --- | --- | --- |
| # | Question | Vendor Response |
| 1 | How much customization is there as far as adding tables that can use the base tables in the database or writing customized reports? |  |
| 2 | If this is an API solution, describe all of the functionality available. |  |
| 3 | Describe the library of standard reports and analysis. |  |
| 4 | What type of report writing software is available? Describe any abilities to customize |  |
| 5 | How and where do you do data validation? |  |
| 6 | What sort of error handling do you have? |  |
| 7 | Describe your analytical software and the “engine” behind the analytics. |  |
| 8 | Describe your customized views and dashboards. Describe how the end user can customize their views and dashboards. Explain how the customer “custom settings” stay intact? |  |
| 9 | Describe the reporting/analytics portal (or provide examples). |  |
| 10 | Describe how reports/analysis can be accessed from mobile devices. |  |
| 11 | Describe your drill down abilities. |  |
| 12 | Describe your predictive tools. |  |
| 13 | Is a clear delineation made between analytics and descriptive statistics? |  |
| 14 | Describe your visualization of data approach. |  |

**System Maintenance and Release Management:**

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| # | Question | Vendor Response |
| 1 | What type of system maintenance is there and explain the typical maintenance program. How much downtime is generally involved in system maintenance? |  |
| 2 | Describe your patch release process. How frequently do you release patches? What is the turnaround time from when it is determined that a patch is required and when it is released. Are patches released individually, bundled, or a combination of both. Do you provide information on O/S, firmware or other patches? |  |
| 3 | What sort of scheduling and notifications services does the database engine have? Provide scheduling systems that are supported and whether it is proprietary to the system. |  |
| 4 | What are the typical FTE requirements to effectively administer and maintain the system? |  |

**Implementation and Timing:**

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| # | Question | Vendor Response |
| 1 | Describe the general implementation approach and timeframe:   * Installation * Implementation approach based on data sources listed and timeframe * General timeframes * Sample project and implementation plan * Project support |  |

**Database/Data Warehouse:**

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| # | Question | Vendor Response |
| 1 | Describe the channels available to retrieve data from the database; i.e. ODBC, XML/SOAP, etc. |  |
| 2 | If your data is available via XML/SOAP, do you conform your XML to a standardize DTD? Is all data read and written via XML or are there other methods? What kind of security encryption is built around the XML as it’s normally a very open format easily interpreted “over the wire”. |  |
| 3 | Is your data stored in a non-propriety format? |  |
| 4 | How is the data in the database accessed? |  |
| 5 | Is the database designed with strong constraints? If so, explain |  |
| 6 | How are you using stored procedures to access the database via the applications or embedded SQL or other language? |  |
| 7 | Is there use of domain tables strongly adhered to? If so, explain. |  |
| 8 | What data redundancy, if any, exists in the database schema? Are there data items that exist in multiple tables that are not foreign keys and are updated separately? |  |
| 9 | Does the database engine support image data types? |  |
| 10 | Does the database engine have an OLE DB provider? If so, explain. |  |
| 11 | What types of naming conventions do you use in your tables |  |
| 12 | Describe the data dictionary that defines field values in tables and where the field name does not clearly define what the data is? What level of normalization does the database design have? |  |
| 13 | How your tables are typically architected and/or structured? |  |
| 14 | Describe how ancillary tables and data is integrated and associated with primary key(s). |  |
| 15 | How is “one version of the truth” locked down in reports or data sets? Describe how we are able to build “report parts” that can be pulled into a variety of scorecards or dashboards. |  |
| 16 | Describe the structure of day end, month end locked down information and real-time information. |  |
| 17 | If we de-converted, how is the database delivered back to us? |  |

**Security:**

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| # | Question | Vendor Response |
| 1 | What sort of access security do you use to access the database, reporting, and dashboards? |  |
| 2 | How is the database locked down? |  |
| 3 | Describe your audit log which tracks system changes. What information is recorded? |  |
| 4 | How can system events be written to system logs. |  |
| 5 | Describe the query tool developed to search audit or system logs for particular events or events triggered by a particular user |  |
| 6 | Describe how your system integrates Active Directory |  |
| 7 | What formats of sent event notification do you support |  |
| 8 | How can a message automatically be generated when log files grow past a certain threshold? |  |
| 9 | Describe you performance management tools for performance optimization. |  |
| 10 | Is the data itself encrypted within the tables? If so, how? Can different data pieces be encrypted and others not? |  |
| 11 | With an open database, XML or API commands available, how is security enforced? |  |
| 12 | Describe your authorization system |  |
| 13 | Describe your security features not indicated above. |  |
| 14 | Please provide us your security policy(ies) |  |
| 15 | Please provide IT security and data protection information |  |
| 16 | Can information be passed to and from us electronically? |  |
| 17 | If so, is it a secure channel? Please describe. |  |
| 18 | Hosting / model options (who has options to host service?) |  |
| 19 | Can client perform security audit or test systems? |  |
| 20 | What is the process for updating and provided the latest security audit reports and financials? (i.e., annual report, SAS70, SASE 16, SOC 2) |  |
| 21 | What is the process for security breach notification and remediation? |  |
| 22 | What security breaches have occurred (if using API or cloud technology) in the last 36 months? |  |
| 23 | What is your patch management process? |  |
| 24 | Describe your password requirements and features. |  |
| 25 | What kind of access controls do you offer? Do these controls include specific features that limit access to information on a column by column or row by row basis? |  |
| 26 | How will you keep private information secure? |  |
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**Technical Support:**

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| # | Question | Vendor Response |
| 1 | How do you provide support? Describe your typical support and service level agreements. |  |
| 2 | What customization and professional services are available from your company? List all. Are the services provided by your company or outsourced? |  |
| 3 | What tools are used in case management |  |
| 4 | Where are the technical support centers for your product? Describe your approach. |  |
| 5 | What support is provided during software upgrades? |  |

**Disaster Recovery:**

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| # | Question | Vendor Response |
| 1 | Describe how you would support a Disaster Recovery model consisting of two separate data centers, connected by a high speed network, with identical hardware at each location. |  |
| 2 | Describe your system’s abilities to move business operations to a standby DR site in the event of a catastrophic system failure. How does the system guarantee there is no loss or duplication of data/integration |  |

**Innovation/Market Momentum:**

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| --- | --- | --- |
| # | Question | Vendor Response |
| 1 | How many contracts have been signed with credit unions larger in asset size <Insert Credit Union’s Asset size> or members <Insert # of Members> than us over the past year? |  |
| 2 | How many contracts have been signed with banks larger in asset size <Insert Credit Union’s Asset size> or members <Insert # of Members> than us over the past year? |  |
| 3 | How many clients have you lost in the last year? Please provide 2 credit union or bank client names |  |
| 4 | Where is your company’s biggest growth area currently? |  |
| 5 | Provide a detailed product roadmap for the next 12-36 months in the future. Show how expected releases keep the software current and relevant. |  |
| 6 | What user groups have been formed? Please describe the groups, purpose, size, and how long the user groups have been active. |  |