1. The RFP contains references to both cloud computing and to leveraging existing infrastructures. These could be seen as 2 different paths. Please elaborate on these divergent paths, and what the state has in mind.

   The intent is to move toward consolidated architectures to reduce support costs, create centers of excellence in platform architecture, and more efficiently utilize state staff across the enterprise. Cloud computing may provide cost savings to the state as well whether in a private state based cloud or through an external provider.

2. So, if another cluster has components that could be used to fulfill the requirements of this RFP, HCR would be inclined to entertain these as part of a solution?

   If there are components available in another cluster that could decrease the time to implement the solution and leverage staffing resources HCR will entertain these options as part of a solution.

3. What about an offsite solution?

   HCR will evaluate all viable options that meet the requirements of the RFP.

4. If a proposal were to leverage an existing asset, how would this be reflected in the scoring? Would there be additional points awarded?

   It depends on whether or not leveraging the existing asset could reduce the time to implement the solution and impact the total cost of ownership.

5. If we were to leverage existing state infrastructure, with whom would we negotiate to include these assets in the proposal?

   ITS, Chief Technology Office.

6. The RFP mentions 4 technologies. Will the state consider any other solutions?

   Proposed solutions must comply with the requirements set forth in the RFP.

7. We understand that work has already been done to transform the business. What is the current state of the business transformation? What kind of work remains to be done?

   Not all of the Business Transformation recommendations have been implemented. ORA & TPU have documented the majority of their as-is business processes. HCR expects that analysis will be required to translate these business processes into the proposed solution.

8. From the vendors' perspective, a substantial part of the cost is driven by the amount of upfront analysis that needs to be done. Please elaborate on how much business analysis will be required as part of the proposal.

   See question 7.

9. The RFP mentions that additional information will be available to vendors who sign a non-disclosure agreement. We have requested these documents, but are concerned that the deadline for questions is August 9th and we will not have sufficient time to review them before questions are due. May we formally request an extension to the August 9th deadline?

   ADDENDUM 1—Change in Project Dates has been posted on the HCR website.

10. Please provide more details about which business processes you would like us to actually redesign. Do they only involve case management?

    The RFP outlines which business processes will be in scope.

11. Do you have the current state business processes?

    See response to questions 7 & 8.

12. Do you have a process catalog and detailed process manual?

    See response to questions 7 & 8.

13. If possible, please mark what parts of the business transformation are in-scope and what is out of scope.

    All processes are potentially in-scope at this time.

14. The RFP talks about several integration points, including external interfaces. Would this be setting up new or leveraging existing integration points?

    This would include leveraging existing integration points as well as setting up new integration points based on new functionality requested by ORA/TPU in the Business Transformation and Technology Transformation Roadmap documents. Refer to the HUTS_data_exchange document.

15. Are the interfaces intended to be real-time interfaces to support the application? Are they data warehouse integration? Please elaborate.

    The interfaces with the DHCR Internet Applications should be real-time updates to the system. Data will need to be exported from the system for the creation of a data warehouse; this does not need to be real time. Refer to the HUTS_data_exchange document for more information.

16. Are the interfaces just data, not getting information into the system?

    Some interfaces will need to upload information into the system, some interfaces will be just providing data to the data warehouse or outside agencies. Refer to the HUTS_data_exchange document for more information.

17. So, is it conceivable that the scope of the system would eliminate some of these integration points because the functionality would be replaced with the new system?

The current interfaces will need to be maintained.

18. Can you elaborate more on data integration with HPD? Are you mostly just feeding data out?

    Refer to the HUTS_data_exchange document for more information.

19. Please provide an integration context diagram showing expected integration points and means of integration with legacy systems.

    Refer to the HUTS_data_exchange document for more information.

20. We are still trying to understand the 19 systems mentioned in the RFP—is there a possibility that these could be demonstrated?

    19 was a number thrown out for illustrative purposes by a bidder during the Bidder's Conference. The systems are listed in the HUTS_data_exchange document.

21. As part of a big-picture, can we get more information on integration points—how many, in what format, what the mode will be?

    Refer to the HUTS_data_exchange document for more information on interfaces. For the current interfaces: the files of registration data provided to outside agencies is a field positional PGP encrypted text file, the file provided to NYS Tax and Finance is a field positional PGP encrypted text file, the file of building and building violation data is a comma delimited text file.

22. Can we assume that integration points are already existing, e.g., GIS?

    Some integration points are existing and will need to be maintained. There will be additional integration points based on new functionality requested by ORA/TPU in the Business Transformation and Technology Transformation Roadmap documents. Refer to the HUTS_data_exchange document for more information.

23. Is there an existing IVR system? Do you know what it is? Cisco? Is it part of 311?

It is not part of 311. No additional information, beyond what is stated in the RFP, is available.

24. I heard an allusion to the data warehouse. Will we be able to re-use what exists, or will we be building a new system? What software do you use to extract the data currently?

The data warehouse tables are based on the current structure of the HUTS M204 files. M204 User Language is used to extract the data from HUTS and place it in pipe delimited files, one file for each data warehouse table. The file is then transferred from the mainframe to a SQL server and uploaded into the data warehouse tables. It is not known if the existing table structure will be able to be reused with the new case management package.

25. Can you please provide more information on fraud detection requirements? There is a fraud case-management system as well, correct?

Fraud detection is a set of queries based on the data warehouse that is used produce potential leads in fraud investigations. These leads are then followed up on and if a case of fraud is determined to exist, a fraud case would be opened.

A fraud case is just a different type of case that would use the case management system. There is to be only one case management system that would handle all cases regardless of type.

26. In terms of content management, the RFP mentions that some exists. What existing systems will we need to build around? Is HCR planning to continue to use LiveLink?

HCR is planning to continue using Open Text Content Server (Livelink) for the foreseeable future.

27. So, should proposers assume that content management is essentially out-of-scope?

Responders do not need to propose a content management system. The proposed solution should be capable of integrating with a variety of content management systems.

28. What version level of LiveLink is in use?

Content Server 10 Update 6 (version 10.0.0.2007)

29. Is the HCR Electronic Content Management system (Content Server) CMIS compatible?

Yes. For interoperability with existing content repositories and applications across a large enterprise, ECM Suite 2010 provides support for the Content Management Interoperability Services (CMIS) standard. This allows customers to access content from CMIS-certified systems and content repositories. Likewise, CMIS-compliant applications can access content in the Open Text Enterprise Library.

30. If so, what version?
31. If not, what API services does it support?

Content Server 10 Update 6 (version 10.0.0.2007)

32. Will the content server be the gold source single document repository?

The system of record for documents will be Content Server.

33. The RFP mentions document onboarding. Will that be assumed to happen upstream, or will it be part of what's built? Is it in-scope?

Document onboarding should be part of what's built. It is in-scope.

34. Should we include document intake within our boundaries? Would that be within the implementation? Would the case have to be the overarching wrapper?

Yes, there are a number of supporting documents/document types that are associated with different case types. This should be addressed in the implementation.

35. On the data conversion effort: are there 2 source systems, or 1 source (HUTS)?

Only HUTS data will need to be converted.

36. ETPA? Does that data need to be converted?

No, ETPA data does not need to be converted.

37. So the data is definitely coming from HUTS? Can we get file structure or data information?

Refer to the HUTS_M204_ERD document for the file structure of HUTS.

38. Can you give us an idea of what was meant by data cleansing?

Data cleansing refers to generating exception files based on a body of data and then reviewing and remediating exceptions.

39. Generally, data cleansing is performed by generating an exception file and then manually reviewing and remediating the exceptions. We do not generally consider it the best use of resources to go over these exceptions as an outside vendor. Can we assume that it would be acceptable to generate an exception file and pass this information to HCR?

Yes, that would be acceptable.

40. In terms of scope, 18 months is a very aggressive timeline. Will HCR entertain recommendations on timelines that accomplish key objectives within 18 months and roll out less critical pieces starting in month 19?

The RFP states, “The State requires the project to be completed within 18 months for all the life-cycle phases described below and 3 years of production operation. The bidder is requested to provide a justification in the event that an alternate timeline is proposed."

41. Are you legislatively mandated to maintain some number of years of data? Does the legislative mandate come in when the case is filed?

    There is a mandated retention scheduled for orders, it is 25 years and for case files it starts at 6 years but that can be extended based on further actions such as administrative appeals and legal actions.

42. Do you have a registration roll from 1984? So, every year you've collected registration information? Is this for case processing?

    Existing records date back to 1984. It is the practice of ORA to keep all historical records, regardless of legislative mandate.

43. Can we get clarification with regard to NYC DOB and HPD? Are these systems used?

    No additional information, beyond what is stated in the RFP, is available.

44. Are the 4 solutions the boundaries of what may be proposed? If we recognize solution components that would be beneficial, can we forward these as part of the solution?

    Some of the more complex case types may not be able to be addressed with-in the context of the case management system without extensive customization. In those instances custom coding maybe required. The RFP specifies that the custom coding should be done in Microsoft .net.

45. What criteria were used in selecting the four possible platforms for the solution?

    No additional information, beyond what is stated in the RFP, is available.

46. Some of the platforms specialize in segments of the solution (CRM, BPM, etc.). Would HCR entertain the addition of other tools to the single core platform?

    The expectation is that core functionality will be provided within one of the 4 solutions. Customizations must conform to the standards set forth in the RFP.

47. Who would be the team members from DHCR that would participate in the project, and what would be their responsibilities?

    Team members will come from the business and IT.

48. What is your decision making process for vendor selection and who are the key decision makers?

    No additional information, beyond what is stated in the RFP, is available.

49. In the "High Availability and Fault Tolerance" section of 5.2.2, are there specific SLA's that we should be aware of.

    There is no formal S.L.A. in place at this time.

50. In the "Data Conversion" section of 5.2.2, would one elaborate on the data type, amount and frequency of data conversion expected?

    Refer to the HUTS_M204_ERD document for the file structure of HUTS which will provide the data types. Ideally the data conversion would only be done once, but that will depend on how the new system is implemented. It is not known at this time the amount of data that will need to be converted.

51. Are there any infrastructure storage (i.e., space, availability, etc.) requirements?

    Yes storage will be needed as HCR migrates off of HUTS onto the new system. There will be an ongoing need to store documents, data, and correspondence associated with processing cases with-in ORA and the TPU.

52. Regarding content management, the RFP states "Enterprise Content Management (ECM) System based on continued use of DHCR's existing Content Server (formerly known as LiveLink) repository to capture and manage all paper and electronic based content. Incoming paper documents must be scanned and the subsequent distribution and management of all work that results from such documents (as well as requests made by phone, the Internet, etc.) must be managed by a tightly embedded workflow engine." However, in Appendix P) there is a tab included for Enterprise Content Management. Should we respond with our own solution capabilities or assume the use of DHCR's existing Content Server?

    See responses to questions 25 & 26.

53. Will you accept a private cloud offering of siebel built off the justice center?

    If Seibel is selected as the solution for HCR, leveraging the justice center implementation will be considered.

54. Will the New York State RFP evaluation committee consider proposals that contain Customer Relationship Management (CRM) technology solutions that are not IBM WebSphere/Lombardi, Microsoft Dynamics, Siebel and Salesforce.com?

    Proposals must conform to the requirements of the RFP.

55. A question but more of a comment ..
    At the bidders conf. The gentleman running it made a specific point to call out salesforce.com leading to vendors to believe this person expressed dhcr s preference for this vendors solution set.

    Frankly it's not just me who felt this way. I believe then I need to ask a formal question of this persons involvement in any decision.

    These comments have no place in a bidders conf.?

    Salesforce was provided by the NYS ITS Chief Technology Office as a potential solution. Salesforce was mentioned as an example of a cloud solution - any statements made regarding Salesforce which led to vendors to believe that Salesforce was

HCR's preference were unintentional. That gentleman will be a key player in the review and selection process.

56. Due to the size and complexity of the RFP requirements, we would like to request a two week extension to allow additional time to review the scope and prepare a comprehensive proposal that best meets the needs of DHCR. Please advise.

    ADDENDUM 1—Change in Project Dates has been posted on the HCR website.

57. Many New York State agencies release answers to questions for procurements incrementally rather than one single release in order to get information out to the vendor community as fast as possible to help ensure quality responses. Will DHCR consider releasing answers potentially in batches rather than hold all questions for a single release?
    Answers will be released as soon as practicable. Please note: the State reserves the right to change any of the dates stated in this RFP

58. The RFP (p. 15) calls for the Provision of Organizational Design and Performance
    Management Framework. Is the request of the State to reengineer and restructure the TPU and the Office of Rent Administration to meet all of the business functions and look at staffing assignments within and across organizational units? The answer to this question will provide greater clarity around the scope and expectations of this service.

    The successful proposer will be expected to participate in reengineering and restructuring business processes to take advantage of technology solutions implemented as part of this project

59. In the RFP (top of p.15), the State indicates that it desires a contractor who will conduct "Assessments of the operational impact of the transformation opportunities identified herein, plan for addressing changes in business processes and operations and Business Process Engineering (BPR) of DHCR current business processes as necessary" and then in a subsequent bullet states to "support for the execution of all processes and transactions required with applicable legislation, regulations, policies, etc. that are in effect the day of contract execution". To be clear in expectations and scope definition, what business processes for the future is the state referring to? Specifically, are there additional business processes other than those identified below that the State wants the above to apply?
    - i) Registration
    - ii) Incident Reporting

- iii) Case Management
- iv) Court Orders
- v) Case Processing
- vi) Enterprise Content Management
- vii) Reporting
- viii)Call Center Operations

  See response to questions 56, 7, & 8.

60. In Appendix P, you have identified a number of functional requirements that are both mandatory and other categories. Can you please also identify which business units these requirements apply to within TPU, OLA and ORA (e.g. Rent Information Bureau, Rent Registration Initiative) to help better estimate the number of resources to identify to meet the expectations stated in the RFP?

    No, the majority of these are functions across multiple units.

61. In the RFP (p. 74), the State lists a number of Key Staff requirements. None of these requirements include staff for some of the core capabilities and services identified on pages 14-16 of the RFP including organizational change, business transformation, and training. Does the State view these resources as key resources for this project or will the State be leading this work?

    Trainers are listed as a key staff requirement. The expectation is that the successful proposer will work in partnership with State employees on organizational change and business transformation.

62. In the response to questions during the pre-proposal conference, the State indicated openness to other technical solutions including hosting as well as cloud. Given this response, will the State be changing its mandatory requirements on page 25 of the RFP to include the provision of Cloud or Hosted Solution and services? Vendors will need the response to the question in sufficient time to prepare a high quality response by the deadline.

    No changes will be made at this time.

63. On Page 20 of Appendix G – Cost Forms, the State has allocated percentages across the 43 deliverables. Are these mandatory percentages or recommended?

The “Invoicing, Payments, Retainage and Tracking Thereof” section of the RFPndoes not allocate percentages across deliverables. It outlines mandatory contractual deliverable payment points.

64. The State is asking for costs both by deliverable as well as by functionality. Given the interdependence of the deliverables on all of the functionality, can we assume that the fixed fee cost by functionality is for comparison purposes? Additionally, can we assume that the functionality is being defined by the major category (e.g. Registration) and not individual requirements listed in each tab of Appendix P?

A narrative format based on the same order of headings and requirements should be submitted as a second part of the Appendix P.

65. Section 6.3.5 on page 78 indicates “Prime contractors are required to complete, certify, and submit a Vendor Responsibility Questionnaire (Appendix I) as part of their Administrative Proposal documents”. Will DHCR accept a statement that a bidder’s certified Vendor Responsibility Questionnaire is on file in the Office of the State Comptroller’s VendRep system, accessible to State agencies, in lieu of completing and notarizing a duplicative paper form?

Yes.

66. RFP p. 79 indicates “The Bidder must complete and submit Appendix M, State Consultant Employment Form”. However, the RFP does not appear to provide direction on whether this should be included in the Technical, Cost, or Administrative section. Should this form be submitted with the bid and in the Administrative Proposal, and if not, what section should the form be in?

The form is required for the actual Contract – but respondents are not required to provide the completed form as part of the bid submission.

67. Requirement 6.1.4.2 on page 73 of the RFP states "Supplement the requirements table with additional details describing how the solution will meet the requirements. Use the same order of headings and requirements used in Appendix P – Functional and Technical Requirements. Where appropriate, include schematics and diagrams that provide both conceptual and technical explanations of the proposed solution. Specifically, the proposed technical architecture should be identified." Since there are 466 total requirements and the Technical Proposal cannot exceed 100 pages, can our response to this requirement be submitted as an Appendix?

Yes, these may be submitted as an appendix.

68. Can an architecture diagram of the existing system be provided, i.e. a diagram which depicts the current infrastructure and all existing integration points?

Refer to the HUTS_M204_ERD document for the file structure of HUTS. Refer to the HUTS_data_exchange document for information on integration points.

69. Can a list of the State's existing hardware/infrastructure (e.g. IVR, GIS, Content Server, etc.) and existing Software (IBM Process Server, etc.) be provided to vendors?

No additional information, beyond what is stated in the RFP, is available.

70. Regarding data:

- What tools/processes are currently available for data cleansing as it relates to:
  - Data standardization
  - Data de-duplication
  - Data enrichment
  - Address validation
- Is batch integration for ongoing data conversion in scope?
- Are there any archival policies?
- Are there any security requirements/considerations for the existing data (e.g. any PII data)?
- Can a sample of the existing data be provided?

There are edits built into HUTS procedures to not allow invalid data or duplicates. Exception reports are run and supplied to program area staff for rectifying data issues. There are some system level screens within HUTS that limited staff has access to for cleansing data. The building addresses are validated against USPS data and only building addresses in the correct format and spelling can be added into HUTS.

Ideally the data conversion would only be done once, but that will depend on how the new system is implemented.

There are archival policies for paper documents but not for the digital records.

Yes there will be security requirements/considerations for the existing data.

Refer to the HUTS_M204_ERD for the file structure of HUTS, sample data will not be provided.

71. Regarding IVR:
    - What existing IVR capabilities does the State have?
    - RFP page 31 mentions that the system will need to accept registration submissions through IVR. How does the State envision the users to perform a registration submission using an IVR?
    - How does address verification/validation happen in the current system during the registration process if at all? Is there any centralized system which does this validation?

    No additional information, beyond what is stated in the RFP, is available.

72. Regarding Case Management:
    - Can the State provide security and data access requirements?
    - Should the system support advanced Geo-coding features like showing the location of the apartment in maps or showing the list of available apartments within the radius of an identified address?
    - Does this need a transactional report to show point in time information from the system at the time the FOIL request was made?

    Advanced Geo-coding features should be supported. Other requirements will be determined during engagement.

73. What is the function of the NYS Identity management system outlined in the RFP?

“NYS Directory Services is a centralized user identity and access management service for statewide Internet and Intranet applications. The solution offered by NYSDS includes a single sign-on capability across all domains and can provide state and local government, business partners, and private citizen users with a personalized view of all applications for which they have been authorized.” http://www.its.ny.gov/NY.govID

74. What are the accessibility requirements, and is the expectation that any accessibility tools be integrated with the solution, for example JAWS?

Any externally facing web components of the system must be section 508 compliant.

75. Regarding data integration:
    - How many “real-time” data exchange integrations are in scope?
    - How many “Near real-time” data exchange integrations are in scope?
    - How many “Batch” data exchange integrations are in scope?

From the HUTS Data Exchanges document (which does not include the new interfaces requested by ORA/TPU): 7 real-time, 1 near real-time, 10 batch.

76. Are there any existing integration assets or enterprise service bus technologies that should be used?

This will need to be determined as part of the engagement.

77. What is the high level requirement with respect to case automation?

The state is unclear on the meaning of this question.

78. With respect to reporting; is this an existing asset or should this be priced into the solution?

SSRS reporting should be priced into the solution.

79. Regarding HUTS:

- o What is the approximate record count(s) of the data in the existing HUTS system?
- o Is the vendor only converting data from the HUTS system or does the vendor have to consider data conversion for other systems as well (e.g. ETPA)? If yes, how many additional systems are there?

  Approximately 104 million records. Only data from HUTS will need to be converted. ETPA data does not need to be converted. There are no additional systems that will need to have data converted.

80. Can the State in detail of provide a description of all of the State resources/personnel that will be applied to support all elements of this project, including, but not limited to roles, amount of time dedicated, and duration?

No, necessary resources will be determined upon engagement.

81. There is a great deal of scope detailed in the RFP (e.g. Case Management, data warehouse, ECM, data conversion/cleansing, interfaces, to name a few) which could possibly result in all bid submissions having total costs that exceed the funds the State is expecting to expend on this project. Other New York State agencies have often provided a not-to-exceed cost figure in RFP's to help ensure that they avoid possibility that all vendors' bids will exceed a desired amount, while using significant weight on cost (e.g. 30%) to heavily incent vendors to put forth their most competitive pricing. Will HCR consider providing a targeted not-to-exceed cost figure to maximize the chances it receives viable bids within its budget?

No additional information, beyond what is stated in the RFP, is available.

82. The RFP articulates in numerous places the requirement or preference of a cloud-based solution, including requirement that the "…. production operation of the system in a Cloud-based environment provided and supported by the winning proposer." However, there are portions of the RFP that seem to contradict the premise of a cloud-based environment such as "… Title and ownership of Existing Hardware Product shall pass to Division upon Acceptance." Can you provide a comprehensive definition of the cloud and what features are expected out of it? Does hosting a solution meet your definition and hence acceptable? If the hardware is expected to be passed to division at some point, when would that be and would it be to a State managed facility?

The intention is that the solution is hosted in the cloud. The two possible scenarios are that the proposer hosts the solution in their cloud or the solution is hosted in a state owned data center which could leverage existing state resources.

83. The timeframe outlined under section 3.1 of the RFP defines an 18 month implementation period followed by 3 years of production operation. During the implementation period of 18 months, there is mention in the RFP around multiple rollouts "… services will start with the rollout of the first functional capability and conclude 3 years after the rollout of the final capability anticipated at the end of the 18 month duration of the implementation project." However, there is no clarity on the total number of rollouts potentially identified or any functional priorities that need to be addressed within these rollouts. Can you provide additional clarity on functional priorities and if any expectations on delivery timeframes for the rollouts have been thought of to this point?

The successful proposer will be expected to include a proposed approach in the RFP response and will be expected to develop a project plan as part of the engagement.

84. We understand from the RFP that there is an existing system, LiveLink, for Enterprise Content Management; however the RFP doesn't outline the capabilities and features of this existing system. As there are specific requirements around Enterprise Content Management in the RFP's appendix material (appendix P) and various references to leveraging LiveLink"…. Enterprise Content Management (ECM) System based on continued use of DHCR's existing Content Server (formerly known as LiveLink) repository to capture and manage all paper and electronic based content," should we assume that the existing asset can support the requirements in Appendix P or is the expectation that a new tool should be built into the proposed response?

Requirements not supported by Content Server would be expected to be built as part of the new tool. See questions 26-33. Any integration with proposed solution and Content Server will need to be done via API's.

85. There are references within the RFP and appendix material (Appendix P) pertaining to the requirements around the Data Warehouse. Based on this it is understood that the intent is to leverage the existing infrastructure and software …."the system will leverage the existing HCR relational database management systems infrastructure that is currently in its initial usage stage," and build out a new functional data warehouse …"a functional data warehouse that contains legacy HUTS, ETPA data, new system's data including rent registration data and external data sources". Can you provide the total number of data sources expected, the existing software that can/should be leveraged and clarification on the anticipated number of reports or dashboards?

No additional information, beyond what is stated in the RFP, is available.

86. The RFP outlines a requirement for IVR integration, …" Integration with Interactive Voice Response (IVR) technology to permit simple interactive operations," but there is no additional mention of specific requirements or an existing asset should be leveraged for this. To this

end, is the IVR an existing asset or should this be included within the scope of software and services for implementation, setup and then integration to?

There is an existing IVR asset.

87. The RFP articulates that there is a requirement on archiving data but it misses out various critical details like if the archived data should be online or offline, how frequently data would be archived, who all can access archived data and where is it going to be stored? We would like more details to better understand the requirements to suggest and appropriate solution and if there is already a data archiving solution that the state uses for existing systems?

This should be determined as part of the engagement.

88. Can we interpret the statement “These requirements may be met by multiple projects” in Section 4.1, Project(s) Meeting the Proposer Minimum Qualifications to mean that the three (3) previous public sector projects within the last five years can have some component of the requirements such that combined the three projects meet all of the requirements?

Yes.

89. What level of as-is process design documentation and operational statistics have been completed and exist for the business functions in the Tenant Protection Unit and the Office of Rent Administration? Are these documents available to vendors who express their intent to bid on the Rent Regulation Transformation?

See response to questions 7 & 8.

90. Is the Vendor who conducted the DHCR’s Business Transformation and Technology Transformation project precluded from bidding on this project as both a prime contractor and a subcontractor?

Yes.

91. Would DHCR consider tools in addition to the ones specified in the RFP to meet requirements?

Yes, additional tools may be proposed as long as all required information is provided.

92. Would DHCR consider next generation technologies other than those specified in the RFP to meet requirements?

    No. Responses must be based upon the information and requirements as provided in the RFP.

93. The cost proposal indirectly imposes waterfall methodology to be used, and precludes phased implementation. As an example the deliverable #5 'Detailed Functional Design Deliverable' cannot be completed in its entirety until the last phase. We expect this document to be delivered multiple times for each phase. In addition since this is a COTS configuration/ customization; ideal implementation methodology should be iterative closer to agile than waterfall. Will DHCR revise its Cost Forms or allows vendor to propose alternate form of payments (at least payments per phase.

    No. Any approach may be proposed, but proposal must conform with the RFP as issued.

94. For each external interface (technical requirements 86 thru 93), please define:
    - Is it input from external system or output to external system
    - Type of interface – batch (e.g. nightly file) or realtime (web service, MQ…)
    - Data definition of exchanged information

    Refer to the HUTS_data_exchange document for more information on interfaces. All current interfaces are batch, ideally the interfaces with the DHCR Internet applications should become real-time interfaces.

Appendix P related questions:

Core Case Management Tab

95. Req # 1: Can DHCR share organizational chart to give us an idea of what type of hierarchy we need to set up and how many levels?

    No additional information, beyond what is stated in the RFP, is available.

96. Req # 5: Can we get examples of performance and process dashboards?

The system should be capable of producing a variety of modern, user-friendly dashboards. Specific requirements will be determined as part of the engagement.

97. Req # 8: What things should users be able to customize on the Home page?

Specific requirements will be determined as part of the engagement.

98. Req # 11: How many reference tables are there? Can we get an ERD / data model diagram?

Refer to the HUTS_M204_ERD document for the file structure of HUTS

99. Req # 19: What information needs to be tracked when a tenant and owner relationship changes?

Specific requirements will be determined as part of the engagement.

100. Req # 20: What information needs to be tracked in the audit trail?

The staff person that added/modified/deleted the data, the date and time that the data was added/modified/deleted, the data that was added/modified/deleted.

101. Req # 23: How do you define resources and what roles do these resources have?

In this context, resources refers to staff, who will have multiple roles throughout the lifecycle of a case.

102. Req # 27: We need to understand the requirements for workforce management in general and time card entry.

Requirement 27 relates to the precision of system timestamps, and is unrelated to workforce management and time card entry.

103. Req # 31: How is DHCR expecting this to work exactly? (Normalizing all addresses)

The US Postal Service address standards should be followed.

104. Req # 32: What is NYC's GIS system called and how does this work now?

No additional information, beyond what is stated in the RFP, is available.

105. Req # 35: Does the DHCR site have a login and will SSO be required for this linking?

At this time, no login is required. See question 73 for additional information on NYS Enterprise Identity Management.

106. Req # 36: Could DHCR provide more information regarding archiving requirements and criteria?

This will need to be defined as part of the engagement.

107. Req # 41: What are the questions being asked and what are the follow up questions. We need to understand dependencies and also how the script flow should work.

This will need to be defined as part of the engagement.

108. Req # 45: What roles or users should be able to view audit trails?

This will need to be defined as part of the engagement.

109. Req # 64: What are the use cases and how often does this happen? What are examples of notifications that are enabled or disabled?

This will need to be defined as part of the engagement.

CM – Court Orders Tab

110. Req # 1: Define Court Order and what does the end-to-end process look like from the Court Order entry to its closure.

This will need to be defined as part of the engagement.

111. Req # 2: What are the types of directives? Is there a current list of values?

This will need to be defined as part of the engagement.

112. Req # 7: How does the NYS ID management system work? Can we get documentation of system and current process?

See question #73.

113. Req # 8: Do we need to display the Court appearance times on a calendar visually? Are these records tracked similarly to Outlook meeting invites?

A visual display and Outlook integration are desired features.

114. Req # 9: What are the rules for reminders of court appearances?

These rules will need to be configurable on an individual basis. No notifications should be hardcoded into the system.

CM – Incident Reporting Tab

Req # 1: What is the definition of an Incident? We need to understand the process and types of incidents and how the process works from start to finish.

An incident is an event having a direct or indirect impact or relevance on either a pending case before the agency or is serious enough in nature to warrant a formal or informal investigation by the agency. An incident can take on many forms: a telephone call, e-mail or piece of correspondence from a tenant, owner, elected official, attorney, advocate, municipal agency official, member of the general public or media; newspaper article; government report, inter-agency referral, etc.

115. Req #2: Is there a specific requirement for how the number should be formatted or can it be any unique system generated number?

No additional information, beyond what is stated in the RFP, is available.

116. Req # 3: What are the de-duplication rules currently in place?

No additional information, beyond what is stated in the RFP, is available.

117. Req # 11: What are the types of events for each type of Incident? Are they the same for all types of Incidents or different?

No additional information, beyond what is stated in the RFP, is available.

118. Req # 13: What is the criteria for whether an Incident is critical or not? Who determines that? Does the criteria change?

No additional information, beyond what is stated in the RFP, is available.

119. Req # 17: Who should be allowed to make updates to finalized incidents? What are the visibility rules for incidents?

No additional information, beyond what is stated in the RFP, is available.

120. Req # 18: What are the picklist values for incident and event types?

No additional information, beyond what is stated in the RFP, is available.

121. Req # 21: What are the notification rules for Incidents? And who should be notified for each rule?

No additional information, beyond what is stated in the RFP, is available.

122. Req # 25: What are the Incident escalation rules?

No additional information, beyond what is stated in the RFP, is available.

123. Req # 30: What are the status and stage values for Incidents? Do they differ by type of Incident?

No additional information, beyond what is stated in the RFP, is available.

124. Req # 33: What is the QA review process and how does this work? Please provide a workflow or process diagram.

No additional information, beyond what is stated in the RFP, is available.

Registration Tab

125. Req # 1: please describe and provide any workflow diagrams for the registration process. How are registrations submitted - online, phone, email?

Registrations are required for rent regulated housing accommodations within the following counties: Bronx, Kings, New York, Queens, Richmond, Nassau, Rockland and Westchester. An initial building summary and associated apartment forms are required when the building becomes rent regulated. The initial apartment forms include rent controlled, rent stabilized and permanently exempt housing accommodations. After the initial is filed annual registrations are required for all rent stabilized housing accommodations and newly permanent exempt housing accommodations. Owners are directed to use the Annual Rent Registration online(ARRO) application which is available with the Owner Rent Regulation Applications internet system. The Rent Stabilization Association (RSA) currently submits annual registrations for their clients via a text file attached to an email. The file is as per DHCR keying requirements. DHCR is working with RSA to have their files uploaded into ARRO where edits will be applied automatically to the data uploaded.

Initial, vacancy decontrol and amended registrations are received on paper forms. Annual registrations from 2001 and forward are required to be filed using ARRO.

126. Req # 2: What does the registration receipt log look like currently and what information should it contain?

The registration log captures the date that paper forms/letters are received by the Processing Services Unit of DHCR. Information captured includes: the building registration identification number, the type of the form/letter, the registration year pertaining to the form/letter, the number of apartment forms attached, if the building summary registration form was received, if the building is a coop/condo, the apartment number if a single apartment form/letter is received, the box number where the paper form/letter is saved, the batch number of the packet within the box where the paper form/letter can be found.

No	Tab	Req #	Function	Requirement	Question(s)	Response
24	Core Case Management	2	Organizational Structure	The system should maintain an unlimited number of levels for the organization structure to manage staff, supervisors, manager and executive staff.	Can clarification on the number of levels required for the organizational structure be provided? In the requirement, it is defined as "unlimited levels" for organizational structure, but guidance on the amount would help scope this requirement.	No.
25	Core Case Management	12	Print	The system should have web browser printing available to users to print an image of the current screen and include identifying information such as system date, system time and person logged in.	For web browser printing by users, will there be any privacy concerns (PII data being accessible after printing)?	Yes.
26	Core Case Management	15	Profile	The system should have the ability to attach a start and end date to each relationship established in the system for tenants/owners.	a) What are the associated business rules defined when a relationship is end dated for tenants / owners? b) Will there be any regulation rules impacted based on the relationship values?	a)This will need to be defined as part of the engagement. b) Yes, for example, letters to owners should not be sent after the end date of an owner relationship.

27	Core Case Management	19	Case History	The system should provide staff the ability to review the history of tenant/owner's prior case submissions, complaints, requests and results/determinations.	For the solution to provide the ability to review the history of a tenant/owners case, is the requirement for a holistic view showing the history, or is this across multiple user views?	There is a requirement for the solution to provide both a holistic view and for review limited by individual user permissions.
28	Core Case Management	23	Resources Management	The system should provide the ability to manage all resources within the system.	Can more details and clarity be provided on "manage all resources within the system"? Does this mean the contacts in the system, or anything else?	See question 102.
29	Core Case Management	31	Address Specifications	The system should normalize all addresses.	a) Is there an expectation that an EDQ (Enterprise Data Quality) tool be leveraged for address standardization? b) If yes, is there an existing asset that should be leveraged or should this be priced in?	If recommended, yes. In the past USPS datasets were used to validate addresses.
30	Core Case Management	32	Address Specifications	The system should support the ability to automatically geo-code addresses by interfacing with New York City's existing GIS system.	For geo-code addresses, are there any existing interfaces to New York City's GIS system?	No.

31	Core Case Management	36	Archiving and Purging	The system should provide staff the ability to archive case information. This historical information should be moved from the production environment to an archived environment and remain accessible for historical analysis and reporting.	a) Data Archival (Case Information) – are there requirements that child entities along with the case, or the history of the data to be archived? b) After what period would the data be archived (years)? c) How quickly and how often does archived data need to be retrieved? d) Are there any existing assets that can be leveraged for archiving?	See question 106.
32	Core Case Management	38	Archiving and Purging	The system should present a listing of records to be purged for review prior to physically purging any information.	a) If the system has to provide the details of what data is getting purged, will be there any reviewer and/or approver to provide sign off? b) How frequently should data purging occur (i.e. in days, month, and/or years)? c) Does the system need to generate the statistics of data purging across by entities - count of records for each entity?	This will need to be defined as part of the engagement.
33	Core Case Management	48	Appointments	The system should be able to schedule/re-schedule appointments with a tenant/owner.	For scheduling appointments, is there any need to integrate user calendar from outlook to the appointments scheduled?	Outlook integration is desirable.

34	Core Case Management	49	Workflows and Notifications	The system must support work queues for all organizational departments, individual roles and pre-defined functions.	For supporting work queues for organizational departments, is there a need to drive visibility for data based on work queues?	Yes.
35	Core Case Management	66	Workflows and Notifications	The system should have the ability to identify and escalate overdue tasks.	What is the process for escalating overdue tasks? Should be there any notification to the end user?	This will need to be defined as part of the engagement. System must be able to ensure that no internal notifications are sent to owners or tenants.
36	CM - Court Orders	13	Scheduling	The system should trigger a task to designated staff to review and resolve possible conflicts when multiple court appearances are scheduled on the same day.	For multiple court appearances conflict, what could be potential scenarios that may occur for having more than one court appearance? Is this for owner/tenant?	This will need to be defined as part of the engagement.
37	CM - Incident Reporting	17	Incident Reporting	The system should only allow users to make updates to finalized incidents by adding notes.	a) Should the incident record and all child entities, except notes, be made read only for all the users? b) Should it remain editable for selected users identified by some specific roles?	This will need to be defined as part of the engagement.
38	CM - Incident Reporting	20	Incident Reporting	The system should have an event type of Manager's Requested Incident" for incident reporting to allow entry of non-standard events. "	Can vendor be provided examples of non-standard events?	Non-standard events are events which occur outside the normal work flow of an existing case. Examples: allegations or internal/external referrals for which no formal complaint has been filed; newspaper articles, etc.

39	CM - Incident Reporting	21	Workflows and Notifications	The system should provide notifications and tasks to staff related to the incident based on established business rules. These will be used by staff to initiate or perform a follow-up action associated to an Incident.	Are the set of follow-up actions different for incidents of different types? If defined set of actions are required, based on the incident type, then it will help in setting up the plans based on the requirements.	Yes.
40	CM - Incident Reporting	24	Workflows and Notifications	The system should allow staff to notify other staff members based on their discretion during any phase of the Incident.	Should the notification from incident be generated in the form of an email or should it be an activity with the specific due date based on the notification type?	E-mail notification to staff would be preferred.
41	CM - Incident Reporting	32	Workflows and Notifications	The system should have the ability to view workflow tasks initiated as a result of incidents by status, staff assigned, or specific incident.	Are there any restrictions on incident visibility? Should the incident visibility be restricted by owner, organization, positions, roles etc.?	Yes and yes.
42	CM - Incident Reporting	38	Security Access	The system should integrate with NYS ID Management to allow viewing of incidents to be restricted to specific user roles.	What is the function of NYS ID Management system?	See question #73
43	Registration	1	Registration Submissions	The system will include functions to process Registration submissions beginning notification, tasks and workflow.	What is the purpose of registration process? Is it required for registering the property, owner, tenant into the system or getting access to any portal for self	It is to register the property, owner, tenant and rent information of rent regulated housing accommodations.

					service?	
44	Registration	2	Registration Submissions	The system should Log receipt of initial, annual, vacancy decontrol, amendment registrations for buildings and apartments.	Are there any integration required with legacy systems for registrations for buildings and apartments?	Yes. Registration data from the existing Annual Rent Regulation Online application within the Owner Rent Regulation Applications system must be uploaded into the new system.
45	Registration	5	Registration Submissions	The system should provide ability to modify the registration information that is collected for a new year without impacting the registration information collected for previous years.	Should all users be allowed to modify the registration information for already registered entities or should it be based on the roles or access rights?	It should be based on roles or access rights.
46	Registration	6	Registration Submissions	The system should provide ability for authorized staff to add new building address information using a pre-assigned building identification number or have the system generate a new building identification number.	Does legacy system follow any logic for generating the identification number for new building registrations?	The building identification number for New York City buildings is assigned by NYC Housing Preservation and Development. If the number has not been assigned for a newly rent regulated building, the Processing Services Unit of DHCR assigns a new number based on the next available number within a book. This assignment of new numbers from the book also pertains to newly rent regulated buildings within Nassau, Rockland and Westchester counties.

47	Registration	7	Registration Submissions	The system should provide ability for authorized staff to delete building and apartment registrations that were entered in error.	Should the registered buildings/apartments be allowed to be completely deleted from the system or should those be soft deleted? In the case of deletions, what all related information is removed from the system?	Soft deleted. There may be a need to reinstate the registrations deleted.
48	Case Processing	2	Master File	The system should create a master file of all known apartment units from the existing registration data.	For system to create a master file of all known apartment units, are we referring to data conversion from existing system?	Initially it will be data converted from the existing HUTS system. Once created it will need to be updated according to new registrations and/or cases received for apartments. AKA apartment number information will need to be maintained for instances when the same apartment is registered with different designations or an apartment is entered for a case with a different designation from the registration information.
49	Case Processing	5	Master File	The system should tie the master file creation process into the annual rent registration process to update the information accordingly.	Can more clarity be provided on the system being able to tie master file creation process into annual rent registration process? Is there a requirement for any integration for annual rent registration process? What is the source system for this	The master file will be a file of all unique rent regulated apartments, this includes rent controlled, rent stabilized and permanently exempt units. Units can move from rent controlled to rent stabilized and rent stabilized to permanently exempt. This movement is tracked by the annual rent

					registration process?	registrations received for the apartments. The source system for the registration process is HUTS.
50	Case Processing	13	Docketing	The system should provide ability to relate newly docketed case to existing cases based on case type.	Regarding newly docketed cases – is this requirement referring to a 'related cases' concept here? If so, what are the criteria to relate the cases?	Yes, specific criteria will need to be defined as part of the engagement.
51	Case Processing	21	Docketing	The system should provide ability to modify any case information after the initial entry of the data.	To modify the case after initial entry of data, what should be the criteria to let workers update case? Is any supervisor approval required or special permissions / roles for user to carry this task of updating case information?	This functionality should be based on user roles and permissions and will need to be defined as part of the engagement.
52	Case Processing	29	Case Inspections	The system should generate an email to the Inspections Unit when the case processor requests an inspection for the case.	What are the criteria to define / identify inspection unit teams in the system?	This will need to be defined as part of the engagement.

53	Case Processing	36	FOIL/Subpoena Request	The system should track money received for photocopies of records.	a) Please clarify the point on the system should track money received for photocopies of records. b) Are we referring to payments? If so, how are the payments integrated to into the system?	There is no as-is integration; tracking of payments is limited to noting it within the system.
54	Case Processing	38	FOIL/Subpoena Request	The system should be designed prevent sharing of documents that are exempt from public disclosure.	Are there any existing visibility / privacy rules or criteria defined to restrict sharing of documents, which are exempt from public disclosure?	Yes.
55	Case Processing	39	Mediation Cases	The system should provide the ability to log, assign, track and close mediation cases. These are complaints from tenants or owners where the participants have agreed to try to resolve the issue via mediation	What parties get involved as part of case mediation, apart from owner and tenants? Does this mediation involve any other third party personnel?	This will need to be defined as part of the engagement.
56	Case Processing	41	Mediation Cases	The system should track the phone calls made or received for the mediation case.	How can the system track the phone calls made or received for mediation cases? Is the expectation that this is a CTI integration or just acknowledgment or a call through a manual data creation (as an activity)?	This will need to be defined as part of the engagement.

57	Case Processing	55	Inquiry Functions	Limited inquiry access via the Web will be provided to non-DHCR staff	Is the expectation that this be a portal application distinct from the main solution?	No
58	Case Processing	75	Final Order	Orders will have the digitized signature of the rent administrator in charge of the case type	How should the digitized signature be captured for the rent administrator (is this a subset of people that the system should store a copy of their digital signature)?	Images of the Rent Administrators' signatures can be stored in a file on a secure network drive or blob in a database. Yes, a subset of ORA and TPU staff that should have their digital signature stored for use on orders, notices and letters generated from the new system.
59	Case Processing	79	Final Order	The system will need to automatically generate orders for all recipients of the case determination: owners, managing agents, tenants, tenant representatives	What are the rules to automatically generate orders for recipients of case - owners, agents, tenants? Are there different rules and criteria when automated order to get generated for different users?	The rules for the recipients of a case are based on the case type and the determination of the case. For example, some denied case orders are only sent to the owner while a denial order for a different case type is sent to the owner and all affected tenants.
60	Case Processing	91	Batch Processing	Process information entered by Rent Examiners: Transfer Cases.	What are the rules for transferring cases? Is it to different offices? If so, how the ownership is transferred? Who manages the transfer and ownership? Are there requirements for any notifications for case transfer?	This will need to be defined as part of the engagement.

61	Enterprise Content Management	2	Document Management	The system should provide the ability to associate documents, whether electronically generated or scanned, to a case file.	Is document association with the case file handled manually?	All processes should be automated to the fullest extent possible.
62	Enterprise Content Management	8	Document Scanning	The system shall capture the following details for scanned documents: (1) scanner location (configurable) (2) User ID (who scanned) (3) Date/Time	Does the existing system, LiveLink, have this capability and be available for this project?	Yes
63	Enterprise Content Management	13	Workflow	The system should have the ability to allow the system administrator to define and maintain standardized multi-step workflows for incoming documents that are scanned into the system. This will support processes to review, associate and handle the documents.	Can the State provide more details regarding whether documents need to be printed, and what kind of information is captured (i.e. whether it is from the proposed solution or outside the proposed solution)?	All documents should be printable in a variety of formats, and information should be captured within the system to fullest the extent possible.
64	Enterprise Content Management	15	Workflow	The system should have the ability to allow the operator of the scanner to select a workflow for a document from a pick list of standard workflows.	What is meant by workflow being available for the user scanning documents? Is there a requirement to have these workflows in the scanning system?	Workflow refers to directing documents within the proposed solution.
65	Enterprise Content Management	24	Document Repository	The system should have the ability to maintain and add documents to a centralized document repository that is controlled through secured role-based access	Does the solution include the UCM (Universe Content Management) to be in scope?	See question #27.

66	Enterprise Content Management	77	Workflow for Case Triage	The system will provide for full integration with HCR's existing document management system, Content Server (formerly known as LiveLink).	Would all the documentation, including attachments' be stored on a separate content management server and then be reference from the case management tool?	Yes.
67	Reporting	1	General	The system should have the ability to generate standard executive, management, operational reports including case reports and registration reports.	What are the sources for executive, management, operational and registration reports?	Sources include HUTS, and Excel documents.
68	Reporting	3	General	The system should have a management reporting dashboard that reflects key operational metrics from the real-time operational database.	a) How many metrics have been defined? b) With respect to the term "Real-time operational database", is the State referring to reporting directly on the solution or is the expectation to create a real-time operational datastore which will load data from the solutions DB on real-time basis?	Metrics will be determined in part by the capabilities of the solution. Reporting directly from the proposed solution is preferred.
69	Reporting	26	General	The system should have the ability to create system-generated reports and automatically issue to identified users via email.	What are the types and how many system generated reports are expected / identified?	This list is not all inclusive but a sample of the types of necessary reports: number of case received/closed, cases assigned to a staff person, cases not yet assigned, list of cases assigned to a staff person, number of registrations

						received, registrations received for a selected county/ZIP code. Up to 20 reports will need to be created.
70	Reporting	27	General	The system will create a solution that encompasses all HUTS, ETPA, and reporting capabilities. The functionality will duplicate the existing Report Distribution System (RDS) functionality. Note: RDS will continue to serve other systems once the new system is operational.	a) What kind of databases are HUTS and ETPA? b) Is there an existing extraction process be leveraged for pulling data from HUTS & ETPA? c) How many reports are to be re-created in the new system?	HUTS and ETPA are M204 databases. There is an existing extraction process for pulling a subset of records from HUTS and placing the records into a SQL data warehouse. Up to 20 reports will need to be created.
71	Reporting	28	General	The system will include dashboards / scorecard tools and analytical reports that will be accessible via SharePoint. Reports will include functionality for dynamic public facing reports	a) Is there a requirement to make a link to the reporting tool available in SharePoint? b) Who is currently maintaining SharePoint? c) Will it be the vendor's responsibility to make changes to SharePoint to build in this functionality?	It is desired that any dashboards be available on the HCR SharePoint Intranet. The Intranet is maintained by ITS staff. The vendor will work with ITS staff to make any links to dashboards available on the HCR Intranet.
72	Reporting	29	Rent Regulation Transparency	This system will enable increased Rent Regulation transparency by consolidating data that is needed for Freedom of Information Law (FOIL) requests.	What is the source for Freedom of Information Law requests? Does source systems mentioned in Req#1 holds this data?	FOIL requests are received by email and processed by the FOIL request unit. We are unclear on what source systems and Req this question refers to.

73	Reporting	30	Rent Regulation Transparency	This system will facilitate the utilization of dynamic portals for report access and application access for internal and external audiences.	Does the term ‘portal’ mean a dashboard? Can a definition of portal be provided.	It could be, used here as a vehicle to provide data to internal, external users.
74	Data Warehouse	3	General	The system will provid data cube(s) along with specific data marts for ORA and TPU.	How many cubes are to be provided? Can vendors be provided details on what the cubes should contain?	Development of a data warehouse has just started, requirements will be developed based on data in the new solution. Cubes will contain case processing and registration data.
75	Data Warehouse	4	General	The system will utilize XML interfaces, as much as possible, and support other technologies like APIs and Flat Files to link to other external databases.	a) Does this requirement mean the ETL tool to be used should have ability to extract data from XML interfaces, API's and flat files, and then be able to load into the proposed data warehouse? b) Are there any existing ETL tool assets that can be leveraged, for example, Informatica?	XML is referred to in the RFP because it is an industry standard for transferring data between dis-similar systems. Currently there is no ETL tool being used with the data warehouse. The proposal needs to address how data will be transferred between the data warehouse and external sources.
76	Data Warehouse	5	General	The system will validate all data submitted to the data warehouse.	What types of validation are required?	These may not be all inclusive: valid dates, valid dollar amounts, valid identification number values (non-null), valid parent records.

77	Data Warehouse	8	Fraud Detection and Predictive Data Analytics	The system will provide real-time XML import functionality, as much as possible, and support other techniques like APIs and Flat Flies to import data from designated shared external data sources	Does this requirement mean the selected ETL tool should have the ability to load data in real-time from the sources outlined?	The ETL tool should be able to dynamically pull data when available as opposed to a nightly batch job.
78	Data Warehouse	11	Security and Access Control	The system should interface with Rent Control Board for Fuel Information to support the calculations performed by the Research and Analysis group.	What technology is the target system based on?	A combination of SAS and Spreadsheets.
79	Data Warehouse	12	Security and Access Control	The system should interface with Water and Sewage as well as Department of Finance for Maximum Base Rent.	What technology is the target system based on?	Refer to the HUTS_data_exchange document for more information on the data exchange with NYC Department of Finance and NYC Department of Environmental Protection.
80	Data Warehouse	13	Security and Access Control	The system should interface with Tax and Finance for Luxury Deregulation Data.	What technology is the target system based on?	Refer to the HUTS_data_exchange document for more information on the data exchange with NYS Tax & Finance.
81	Technical Requirements	3	General	The system should be capable of interfacing with related systems and applications built upon Microsoft SQL Server, Oracle, .Net, SharePoint, Content Server (formerly known as LiveLink) and Model 204.	Is the Model 204 mentioned here the HUTS system? Will it continue to operate alongside the new system or will the new system replace it?	Yes, HUTS is the Model204 system. The new system will replace HUTS.

82	Technical Requirements	9	General	The system will provide functionality similar to IBM WebSphere Process Server and IBM Business Process Monitor for process management and process monitoring. Alternately, the system will integrate with the State's process management services based on IBM WebSphere Process Server and process monitoring services that is based on IBM Process Monitor.	Does the State already have IBM Process Server and IBM Process Monitor?	No additional information, beyond what is stated in the RFP, is available.
83	Technical Requirements	14	Common Meta Data	The solution will provide for the use of common data elements that will be utilized for integrated activity from existing HCR systems.	How many HCR systems currently exist?	There are currently 60+ systems in the HCR portfolio. At this time a comprehensive building search utility searches building addresses in 12 of those systems to determine which HCR unit is responsible for the building in question.
84	Technical Requirements	19	GIS Mapping	The system will leverage the State's Geographic Information System (GIS) tools for addressing standards, analysis, and dataset integration, including data from the NYS GIS Clearinghouse.	a) What is the current GIS tool? b) The assumption is this should be leveraged as part of the solution. Is this correct? c) What are the GIS mapping layers expected to be used? d) Does the solution have to hold the geocode coordinates and also allow GIS data to be rendered	a)ESRI; b)yes; c)this will need to be defined as part of the engagement; d)yes, this is desirable

					from within the application?	
85	Technical Requirements	23	GIS Mapping	The system will integrate with the State's GIS system to provide user defined pre-set views (e.g. statewide, region, default) in the interactive map and schematic views.	Can the State provide more details around user defined pre-set mapping views.	This will need to be defined as part of the engagement.
86	Technical Requirements	35	System Accessibility	The system will provide a Mobile Application for ORA inspectors.	If the new system can be accessed through a mobile browser (with UI customized for the mobile experience), will it qualify as a mobile application?	Yes
87	Technical Requirements	36	System Accessibility	The system will provide intelligent batching capability when a signal is lost due to poor wireless connectivity.	Is this applicable only for the mobile application?	Yes
88	Technical Requirements	45	System Performance	The system will be available 24x7 and no less than 99% of the time during scheduled hours of operation	What are the scheduled hours of operation?	An acceptable maintenance window would be 2am-5am.

89	Technical Requirements	70	Data Conversion	The system should contain data converted from the legacy HUTS and related systems.	What are all of the other related systems?	See question #79