Questions and Answers
Request for Proposals ("RFP") for
Federal COVID Emergency Rental Assistance Administration in
New Yok State

Updated January 28, 2021

	Questions	Answers
1	Is the RFP restricted by invitation only or is it an open RFP?	The RFP is open to all qualified proposers.
2	Is the intent of the RFP to procure a statewide vendor to provide and/or oversee grant-funded services OR are non-profits serving a single county with experience in emergency housing and rental assistance eligible to apply?	The intent is to procure a vendor(s) to serve the whole state on behalf of the State. However, the vendor may also be asked to provide services to county governments or other partners.
3	On page 51, SO-8 of the Minimum Requirements, "All customer service representatives are required to be residents of NY state:" Will the agency consider waiving this requirement?	Call center and customer service work should be performed within the State of New York. In the event a bidder proposes a call center outside NY State, explain the reasons for the proposed alternative location. Call Center representatives are *not* required to be residents of NY State.
4	What disbursement system do you all use for the integration of vendor solutions to automate payments?	The vendor is expected to provide a payment file in a format to be specified (details unavailable at this time). A decision has not been made as to what system/entity will make payments. Direct integration with banking systems is not anticipated.
5	What is considered to be the life of the project and the applications?	Expected 1 year engagement
6	Will you provide a list of participants so we can consider partnership opportunities?	The Attendance List for firms that participated in the pre-bid conference together with the list of interested MWBE and SDVOB firms was posted to the Procurement Opportunities webpage.

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RUTHANNE VISNAUSKAS
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Questions and Answers
Request for Proposals ("RFP") for
Federal COVID Emergency Rental Assistance Administration in
New Yok State

Updated January 28, 2021

7	Does the state have an estimate of the amount they are planning to fund per applicant? (or a limit on funding amount per applicant)	Not at this time.
8	Are they open to a custom solution? Are any integrations needed with existing systems currently in place?	Yes, OTDA is open to a custom solution. However, that is not a requirement; solutions that have already been utilized elsewhere may be better positioned to comply with the implementation timeline. Integration with existing systems may be required.
9	Are the Implementation timelines flexible?	Timelines are always subject to change but firms should bid according to the timeline presented in the RFP or any subsequent amendments.
10	How important are existing relationships and integration with participating banks?	The vendor is expected to provide a payment file in a format to be specified (details unavailable at this time). A decision has not been made as to what system/entity will make payments. Direct integration with banking systems is not anticipated.
11	Is the following a mandatory minimum qual or can administration of other COVID/Social Services programs be considered as applicable experience -"Demonstrated expertise in the delivery of federal Section 8 or any other permanent or temporary, federally-funded rental assistance program. This may include administration of a COVID rent relief program implemented by a state or locality with CARES Act funds"	Experience should be directly related to the administration of any program that provides either one-time or ongoing rental subsidy on behalf of low income tenants and is administered by either a federal, state or local agency or public authority.
12	Who will use the back office system besides the vendor staff and how will they access it?	State staff involved with program management, data analysis, finance, technology and other staff may access the system. The State reserves the right to supplement vendor staff with its own employees as necessary.

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NEW YORK STATE OF OPPORTUNITY.

Homes and Community Renewal

Questions and Answers
Request for Proposals ("RFP") for
Federal COVID Emergency Rental Assistance Administration in
New Yok State

Updated January 28, 2021

13	Who is State's banking services vendor that the solution need to integrate to for disbursements?	The vendor is expected to provide a payment file in a format to be specified (details unavailable at this time). A decision has not been made as to what system/entity will make payments. Direct integration with banking systems is not anticipated.
14	Do you have any existing data that we need to handle i.e. data migration?	Data matching, migration and reconciliation may be required for data previously collected by HCR, OTDA or other State agencies.
15	Were there challenges from initial disbursement of CARES act funding we should consider as we respond to this engagement?	The selected vendor should be prepared to mobilize quickly while being responsive to a changing environment; achieving efficiency through the integration of data systems and staff workflow is critical.
16	Is the selected vendor expected to use Verizon's Contact Center as the phone system for all interaction with program applicants? If so, who will cover the cost of the licenses and is it possible to integrate Contact Center with	Yes. Verizon will be used for the contact center. The State will cover the cost.
17	Could you explain the reasoning behind the mandatory residency requirement in SO-8 on page 51	Call Center representatives are *not* required to be residents of NY State. Rather, call center and customer service work should be performed within the State of New York. In the event a bidder proposes a call center outside NY State, explain the reasons for the proposed alternative location.
18	Which (if any) vendor was involved in the CARES act implementation services?	Please submit a Freedom of Information Request to HCR.

NEW YORK
STATE OF
OPPORTUNITY.

Homes and
Community Renewal

ANDREW M. CUOMO
Governor

RUTHANNE VISNAUSKAS
Commissioner/CEO

Questions and Answers
Request for Proposals ("RFP") for
Federal COVID Emergency Rental Assistance Administration in
New Yok State

Updated January 28, 2021

19	SO-17 states that the Vendor shall cover the cost of purchasing equipment and it must meet ITS requirements. What are those requirements?	Consult the requirements and links listed in the RFP. Yes, requirements must meet ITS security requirements and approval and must adhere to OTDA's security requirements as well as all applicable state, federal, local laws, rules, regulations, requirements and policies.
20	When will you want to begin?	As soon as possible.
21	Is there a targeted # of applicants to receive funding?	The number of projected households to be served is unknown, as the numbers will change based on a wide variety of factors including the amount of federal funding received, additional guidance from the US Treasury, etc.
22	If the Prime itself is an MBE, would we fulfill the 15% MBE requirement? How strict are the remaining goals (15% WBE & 6% SDVOSB) in terms of the overall evaluation of the proposal submission? That is, are these goals considered mandatory?	Yes. While the goals are mandatory, as this is an emergency procurement on an expediate timeline, the Proposer would need to include in its proposal a demonstration of best efforts to obtain WBE and SDVOB participation.
23	Is the proposed technology solution subject to ITS approval?	Yes, technology solution must meet ITS security requirements and approval and must adhere to OTDA's security requirements as well as all applicable state, federal, local laws, rules, regulations, requirements and policies.

NEW YORK STATE OF OPPORTUNITY.

Homes and Community Renewal

ANDREW M. CUOMO
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RUTHANNE VISNAUSKAS
Commissioner/CEO

Questions and Answers
Request for Proposals ("RFP") for
Federal COVID Emergency Rental Assistance Administration in
New Yok State

Updated January 28, 2021

24	Will the system be hosted on the states server or are they looking for a cloud based system	The intent is for the solution to be hosted by the vendor in compliance with ITS requirements. Also, technology solution must meet ITS security requirements and approval and must adhere to OTDA's security requirements as well as all applicable state, federal, local laws, rules, regulations, requirements and policies.
25	SNF-014 is a system performance clause for sub two second metric. Is meeting the requirement determined in a lab environment? There are many real world environment factors that are out of the control of the system (user's device, OS, bandwidth, etc.)	Yes this is in a lab environment. The test tool is in a lab environment meant to simulate real world environments.
26	Are there any concerns you and your team may have about an implementation because of this quick turn around for go-live?	The selected vendor should have a proven track record for standing up customer facing portals and for ensuring continuous operation even during periods of heavy traffic.
27	Would you require the applicants to self-register in order to apply for assistance?	It is anticipated that applicants will log in using ny.gov credentials.
28	Are all landlords that receive payments registered with the state as a business?	No - landlords may be registered as vendors or businesses.
29	Assuming no deadline extension is coming due to the urgency expressed, would any consideration be given to moving the submission deadline?	The deadline has been extended.
30	Can the State please clarify whether the 10-page limitation for the Tab-2 Technical Approach is per component. As vendors have the option of bidding on one or both components, if the vendor is proposing on one, there is a 10-page limitation. If the vendor is bidding on both, is the Technical Approach page limit extended to 20 pages to enable a discussion of each?	Yes. If the vendor is bidding on both components. The technical approach page limit may be extended to 20 pages, or 10 pages for each component.

Questions and Answers
Request for Proposals ("RFP") for
Federal COVID Emergency Rental Assistance Administration in
New Yok State

Updated January 28, 2021

31	Page 12. Section 9.2: Due to the volume of information required in the client engagement table (page 12 of the RFP) and 12-point font, will HFTC either: exclude these pages from the limit or expand the current page limit to 14 pages.	The client engagement tables are excluded from the page limit. Please keep in mind that only relevant engagements within the past 10 years will be considered.
32	With regards to the requirements in Page 35, F1 and Page 35, Section 17: Will HTFC accept alternate yet comparable security documentation in the event the provider does not have FedRamp ATO?	No. The cloud solution should have an ATO pr P-ATO for moderate impact data.
33	Page 38. Section A-2: Can you provide requirements or specifications as to what third parties may be used to meet the requirement for application scanning, web services scanning, and monthly environment vulnerability scanning?	The type of vulnerability scan appropriate for a given target depends on the target type (i.e., hardware, software, source code) and the target's location. If the Contractor is opting to utilize internal or third-party scanning, industry-standard scanning tools are acceptable. Specific tools are not specified, so long as the functionality (pre-production and periodic vulnerability scanning) is met. More information on the types of scans can be found in section 4.1 of the NYS Vulnerability Scanning Standard. NYS-S15-002.
34	Page 38. Section A-2: Cloud Security "Audit logs must capture all access to NYS Confidential Information to write-once media only" references this standard: Microsoft Word - NYS-S14-005 Security Logging. We do not see a reference to write-once media. Please indicate whether Write Once media is required?	Write-once media is not explicitly required by the policy, but is recommended as per section 4.4.e as a method of preserving log integrity. Write Once media is required for nonrepudiation of the logs. Vendors can submit proven industry standards as alternatives for consideration.

Questions and Answers
Request for Proposals ("RFP") for
Federal COVID Emergency Rental Assistance Administration in
New Yok State

Updated January 28, 2021

35	Page 38. Section A-2: Please provide specifications for ITS applicant authentication utilizing ny.gov.	Internal users (Vendor and State Staff) as well as External users including applicants and landlords will create a NY.gov ID (or use their existing NY.gov ID) to log into the Solution provided by the Vendor. The solution shall authenticate applicants and landlords through their NY.gov ID account; this will leverage integration between the solution and the NY.gov ID identity provider using either Security Assertion Markup Language (SAML) v2.0 or Open ID Connect. Either method is acceptable. Please refer to requirements in SNF-06 and SNF-07.
36	Page 52. Summary: Please provide the HTFC Administrative plan.	Not applicable.
37	Page 68. E-2 and E-9: Please provide specifications for these 2 data exchange requirements or alternatively; can these requirements be implemented after the Week 6 go live -- and in the interim, done manually?	Data exchange needs are being developed. Additional details unavailable at this time. OTDA will confirm data exchange needs and timing with specific agencies with the selected awardee. ITS will provide a standard secure interface or API to support data exchanges.
38	Do we need to integrate authentication process within the proposed solution with HTFC user directory?	No. Authentication is done via NY.gov authorization is via SAML and NY.gov entitlements.
39	Do you want payments directed to landlord or tenants or either?	Payments will be made to landlords. However, the State reserves the right to pay tenants in limited circumstances.
40	If tenant, do you need to capture the back account details?	A determination has not yet been made.
41	For landlords, if management company is the payee, do you need the W-9 and bank account details of the landlord as well?	Yes

Questions and Answers
Request for Proposals ("RFP") for
Federal COVID Emergency Rental Assistance Administration in
New Yok State

Updated January 28, 2021

42	When do you need the documents from the landlord? Once the tenant is approved or at the time of providing the rental details?	Prior to application approval and disbursement of funds.
43	Are payments issued using EFT?	Yes
44	If EFT, do you have a setup for payment processing? i.e. banks that you work with to hold the payment and then disburse it to the specified account?	The vendor is expected to provide a payment file in a format to be specified (details unavailable at this time). A decision has not been made as to what system/entity will make payments. Direct integration with banking systems is not anticipated.
45	How are these housing opportunities advertised to the applicant to apply? Do you wait for a pool of apartments from landlord and provide these as a housing lottery to apply	Program outreach will be conducted by the State, local governments, Community Based Organizations and landlords.
46	How do you process applications? Do you wait for a due date to elapse and then run batches to get of list of system determined eligible applications? Or Do you process applications on a first come first serve basis	A determination has not yet been made.
47	Do you consider applicants that applied but did not get approved for rental assistance as automatically added to the waitlist? Do they appear in batches for the next opportunity?	No - tenants who have been denied will need to be issued a denial letter outlining the reason for such denial based on current program requirements.
48	Is the primary review in person or just based on reviewing the provided documentation?	Just based on documentation provided through the portal
49	What is the process for validating the income, household composition or unemployment details? Is this just self reported through the applicant portal?	Applicants will self-report data and upload supporting documentation; applicant reported income may be verified using state data sources.

Questions and Answers
Request for Proposals ("RFP") for
Federal COVID Emergency Rental Assistance Administration in
New Yok State

Updated January 28, 2021

50	Page 50 of the RFP document references "Attachment 2, RFP Requirements, may be downloaded from the Agency's website: https://hcr.ny.gov/procurement-andcontract-information. Proposers are to complete the Attachment. The answers in the Attachment are to match your proposal." Please clarify what document on this website contains "Attachment 2, RFP Requirements".	This is an error. Please disregard.
51	Is HTFC open to negotiate the terms and conditions at the contract stage with the awarded Proposer /Contractor?	The SOW for the contract will be finalized during negotiation and as more detail becomes available. However, the terms contained within the standard attachments are required.
52	Can the process flow chart and diagrams be presented as attachments and not count against the 10-limit?

Reference: Section 9.2.2 Feel free to include process flow chart and diagrams. Include any other information that may be relevant to the success of the Program. | No |
| 53 | Is it correct to assume that the LCAT minimum qualification descriptions are only required for the program management and staffing component?

Reference: Minimum Qualifications - The Proposer will provide the minimum qualifications, including education and prior training/experience, they will require for each of the labor categories listed below. These minimum qualifications will be compared to the hourly labor rates and staffing levels proposed to determine best value. | Yes |
| 54 | Can the LCAT qualifications be provided outside of the 10-page limit?

Reference: Minimum Qualifications - The Proposer will provide the minimum qualifications, including education and prior training/experience, they will require for each of the labor | Yes |

NEW YORK STATE OF OPPORTUNITY.

ANDREW M. CUOMO
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Homes and
Community Renewal

RUTHANNE VISNAUSKAS
Commissioner/CEO

Questions and Answers
Request for Proposals ("RFP") for
Federal COVID Emergency Rental Assistance Administration in
New Yok State

Updated January 28, 2021

55	Does this mean that a vendor should indicate whether it commits to pricing proposed hourly labor rates at no more than 120% of the cost of an employee's hourly direct labor rate (not including fringe, overhead, G&A costs, etc.)? Alternatively, is this requirement intended to focus on mark-up of subcontractors? Reference: RFP Section 9.2.3 includes the following statement: "Mark-up – The Proposer shall provide a statement indicating whether they are willing to commit that their hourly billing rate will not exceed 20 percent more than the total hourly compensation paid to the employee."	It means that the contractor or subcontractor is not marking up its direct labor cost, inclusive of gross wages and benefits, by more than 20 percent.
56	Will the State consider insurance deductible higher than $50k based upon vendor's current insurance program? Reference: Section 9.4.1 Insurance Requirements	The Proposer should suggest an alternative if it believes this is not industry standard.
57	Would HTFC be willing to be remove this language or at least limit the risk to the scope of the work. As the way the current language reads it goes above the normal requirement for the services being offered and would impose additional costs to the vendors. Reference: Section 9.4.1 HTFC will not accept any exculpatory language, such as "endeavor. to" and "but failure to do so shall impose no obligation or liability of any kind upon the insurer, its agents or representatives" on the Certificate of Insurance, i.e., the certificates shall meet the insurance requirements above.	The Proposer should suggest an alternative if it believes this is not industry standard.
58	Would HTFC accept the 10K in lieu of this requirement? Reference: Section 9.4.2 The Proposer must provide the last two years of their firm's most recent tax returns and, if available, audited financial statements.	The requirement to submit tax returns and/or financial statements is withdrawn and omitted.
59	Would HTFC be agreeable to removing all hyperlinks and incorporating the actual documents?	No

Questions and Answers
Request for Proposals ("RFP") for
Federal COVID Emergency Rental Assistance Administration in
New Yok State

Updated January 28, 2021

60	Could HTFC provide a copy of the nondisclosure agreement that may be required to execute? Reference: Emergency RFP Section 16 Nondisclosure and confidentiality Section 2. Data Ownership, Non-Disclosure and Confidentiality	This would be provided during contract negotiations.
61	Could HTFC clarify the correct response time, as this section requires 4 hours when aware of a breach and in technology component SVR-106 it states 2 hours? Reference: In the event a Security Breach occurs, Contractor shall notify the NYS Enterprise Information Security Officer ("EISO") by telephone within four (4) hours of becoming aware of the Security Breach and commence an investigation in cooperation with HTFC to determine the scope and cause of the Security Breach, and to prevent the future recurrence of such Security Breaches	Breach notification time frames are based on the severity level of the incident. Section 16.C.1 (page 30) requires notification of EISO after a breach (per the ISBNA) is confirmed. Requirement SVR-106 requires alerting on a suspected breach, so that NYS incident response procedures can be initiated.
62	Could HTFC clarify as to what would be required in the independent audit report and what security controls would be required? Reference: Contractor may, to the extent in possession of Contractor, be asked to provide recent independent audit reports regarding the Services and only to the extent such reports are created in the ordinary course of Contractor's business, on its security controls during the term of this Contract. The State and any regulatory authority having jurisdiction over HTFC shall have the right to send its officers and employees upon reasonable notice into the offices and plants of the Contractor for inspection of the facilities and operations used by Contractor in the performance of any work under this Contract. On the basis of such inspection, Contractor may be required by HTFC to implement specific additional security measures in cases where HTFC demonstrates that Contractor is found to be noncompliant with Contract safeguards.	An independent 3rd party audit should detail the security controls in place and any divagation based off of NIST 800-53 R5, CIS CSC, or other security industry standard framework. The report should detail any vulnerabilities, gaps, and risks and provide a corrective action plan to remediate.

NEW YORK STATE OF OPPORTUNITY.

ANDREW M. CUOMO
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Homes and
Community Renewal

RUTHANNE VISNAUSKAS
Commissioner/CEO

Questions and Answers
Request for Proposals ("RFP") for
Federal COVID Emergency Rental Assistance Administration in
New Yok State

Updated January 28, 2021

63	Could HTFC clarify how the time is allocated is this per day or per month, etc.? Reference: Emergency RFP Section 17 Hosted Services ("Cloud") Requirements and Security Service Credits for availability of System Chart. Service credits for unavailability of system	Cloud Services Availability and Service Credits are calculated on a monthly basis.
64	For service credits, please clarify "under 10 minutes" as documented on page 46 17.E.5.table. Does this start at 1-minute unavailability? i.SLA of 99.99% allows for 4.37 minutes (4 minutes and 22.2 seconds) per month downtime. ii.SLA of 97.5% allows for 18.2 minutes (18 minutes and 12 seconds) per month downtime. iii.Service credits mapped to monthly SLA values [page 46, 17.E.5.table] a.10% monthly invoice = under 10 min (99.9771%) to 30 minutes (99.9313%) b.25% monthly invoice = 30 mins (99.9313%) to 1 hour (99.8626%) c.35% monthly invoice = 1 hour (99.8626%) to 2 hours (99.7253%) d.50% monthly invoice = 2 hours (99.7253%) to 8 hours (98.9011%) e.75% monthly invoice = 8 hours (98.9011%) to 16 hours (97.8022%) f.100% monthly invoice = 24 hours (96.7033%) or greater Reference: Table: Service Credits for Unavailability of System	OTDA would change the entry in the table to "Under 10 minutes to 30 minutes" to between 5 and 29 minutes. Per SNF-018 the system uptime needs to be 99.7%. SLA level of 99.7 % uptime/availability results in the following periods of allowed downtime/unavailability: oDaily: 4m 19s oWeekly: 30m 14s oMonthly: 2h 11m 29s oQuarterly: 6h 34m 27s oYearly: 1d 2h 17m 50s
65	Does HTFC have a preferred call routing system with specific features the call center system will need to align with or include? Reference: Attachment 3. The Vendor will provide staff to respond to inquiries using a toll free (e.g.1-800 number) provided by HTFC that will route calls and messages to customer service representatives working at remote locations.	It is anticipated that the State will use Verizon Call Center technology

NEW YORK STATE OF OPPORTUNITY.

Homes and Community Renewal

ANDREW M. CUOMO
Governor

RUTHANNE VISNAUSKAS
Commissioner/CEO

Questions and Answers
Request for Proposals ("RFP") for
Federal COVID Emergency Rental Assistance Administration in
New Yok State

Updated January 28, 2021

66	For the HTFC Verizon phone system or other phone system [SO-19, p.52] and [T-1, p.53] will the project management team have access to run call reports?	Yes
67	What method (e.g. API, SFTP) will access be provided to cross check data utilizing state data linkages provided by HTFC, including from the NYS Department of Labor, The Department of Taxation and Finance, the NYS Office of Temporary Disability Assistance, the U.S. Dept. of Housing and Urban Development? Reference: Requirement M-5	ITS will provide a standard secure interface or API to support data exchanges.
68	What is meant by "reasonable accommodation" (Requirements E-13, E-14 and A-32)? Reference: Requirements E-13	To be determined and subject to an approved plan.
69	What is notice action referenced in Requirement FTM-10? How would that data be provided? Reference: Requirement FTM-10	OTDA to confirm the notice action under FTM-10. The data would be provided via an interface.
70	How are claims of Violence Against Women (VAWA) validated? Reference: Requirement E-30	The applicant will self-certify.
71	What is the Lock Box - per FTM-27 and FTM-28? Reference: Requirement FTM-27	This was placed in error and will be deleted.

NEW YORK STATE OF OPPORTUNITY.

Homes and Community Renewal

ANDREW M. CUOMO
Governor

RUTHANNE VISNAUSKAS
Commissioner/CEO

Questions and Answers
Request for Proposals ("RFP") for
Federal COVID Emergency Rental Assistance Administration in
New Yok State

Updated January 28, 2021

72	Can you please provide access to the NYS data retention guidelines as stated in [SNF-037, page 71] The solution shall be fully compliant with federal and NYS data retention guidelines. •Data Analytics (Technology)	Requirements are being developed. Additional details are unavailable at this time.
73	The requirement states that the system must receive data from ITS database being used for 2020 Rent Relief program. Could you provide any specifications of that database and data formats? Reference: Requirement SNF-039	Standard data base specifications, including data dictionary, data model and schema will be provided to the winning bidder.

Questions and Answers
Request for Proposals ("RFP") for
Federal COVID Emergency Rental Assistance Administration in
New Yok State

Updated January 28, 2021

| 74 | The requirement notes that the system must be compliant with GIS capabilities and links to 2 policy documents. Both links deny access. Is there an alternative link or source for this information?

Reference: Requirement SNF-038 | For GIS data creation, deliverables, or analysis respondents should adhere to the following GIS Standards: Datum and Coordinate System Standard: http://gis.ny.gov/coordinationprogram/workgroups/wg_1/related/standards/datum.htm.   Metadata Standard: https://www.fgdc.gov/standards/projects/FGDC-standards-projects/metadata/base-metadata. Any location addresses collected should be validated during input using the NYS Address Geocoder. Locations of addresses to be used in GIS deliverable, or analysis should be derived using the NYS Address Geocoder. This Geocoder is a publicly available REST endpoint: http://gis.ny.gov/gisdata/inventories/details.cfm?DSID=1278. Respondents should also be aware that any data resources listed on http://gis.ny.gov/gisdata/ will be made available upon request for work performed under this procurement. Any data sets listed with an open padlock are available publicly. GIS web services are also available publicly in the form of GIS web services: http://gis.ny.gov/webservices/ |

Questions and Answers
Request for Proposals ("RFP") for
Federal COVID Emergency Rental Assistance Administration in
New Yok State

Updated January 28, 2021

75	Per requirement SNF-036, the solution shall enable users to schedule appointments. Who are the participants of the appointments? Which users are scheduling / participating? Reference: Requirement SNF-036	This will vary depending on a variety of factors including the Vendor's own process flow, but the most likely example would be an appointment between a case manager and applicant.
76	Per requirement SNF-032 - what is the Inspector App referred to? Reference: Requirement SNF-032	This was placed in error and will be deleted.
77	This requirement is for engagement team members to be on-site. Is this suspended during COVID? Reference: Requirement SVR-016	It is not expected that engagement team members will be on site.
78	Please provide additional details on the HCR data warehouse? (This appears to be missing a requirement ID.) Reference: Data Migration Plan	If OTDA wishes to establish a data warehouse, specifics on the type, platform and schema will have to be provided for the data migration.
79	Does the State anticipate a build out to administer requests for utility assistance when utilities are not wrapped into the rental payments or is that being handled outside this particular program?	Not at this time.
80	Can the State please confirm which local NY jurisdictions have independently applied for ERAP funding?	Not at this time.

NEW YORK
STATE OF
OPPORTUNITY.

Homes and
Community Renewal

ANDREW M. CUOMO
Governor

RUTHANNE VISNAUSKAS
Commissioner/CEO

Questions and Answers
Request for Proposals ("RFP") for
Federal COVID Emergency Rental Assistance Administration in
New Yok State

Updated January 28, 2021

81	Is the MWBE an overall aggregate target of 30% to be met however the respondent proposes, or must the split be exactly 15% and 15%?	Contractors are expected to propose utilization plans that satisfy all of the MWBE goals as outline in the procurement. Should their utilization plan propose numbers under the 15% goal for either MWBEs or WBEs, even if they were to exceed the 15% goal for the other category of disadvantaged business, they will still need to pursue a partial waiver and document that they made a good faith effort to satisfy the entire goal.
82	May bidders identify content of their proposals that should not be disclosed under FOIL and rationale for such redaction?	Yes
83	Describing the terms of teaming agreements will be lengthy. Please confirm this can be included in an appendix and not count toward the page limit restrictions.	This may be either included as an appendix or simply summarized within the narrative.
84	Regarding Teaming Agreements as described in Section 9.2.3, we view the contents of Teaming Agreements as being confidential between the two parties and would prefer not to provide the actual teaming agreement as part of the response and performance under the contract. We can provide a letter of commitment from any subcontractors and confirm that any applicable terms of the prime contract are flowed down to any subcontractors. Would HTFC be amenable to that approach for subcontractors?	This is acceptable, or the teaming agreements may be marked as confidential.
85	Given that the State is allowing vendors to propose less than the staffing levels provided in the staffing requirements, can the State please confirm how they will compare costs between vendors that may provide different staffing levels?	Proposals that include lower staff levels will still be required to commit to the KPIs listed in the SOW.

Questions and Answers
Request for Proposals ("RFP") for
Federal COVID Emergency Rental Assistance Administration in
New Yok State

Updated January 28, 2021

86	Regarding the establishment of internal "firewalls" to prevent disclosure of NYS confidential information: Typically, the confidentiality terms of the resulting contract will cover the requirement to protect client information, including having project staff sign such agreements. Would HTFC be amenable to this approach versus having to establish an internal firewall, which may be challenging under such a tight schedule?	Yes - please provide OTDA with suggested solution as part of proposal.
87	Could you define the term "Target" in the table heading and explain the ramifications of not meeting the times frames proposed here? Resolution time may be affected by factors outside of our control.	These are the timeframs which OTDA expects that the vendor would resolve any issues.
88	Requirement SO-3 indicates a proposed staffing of five (5) for Quality Control Supervisor/Specialists. Can the State please confirm the intended composition is one (1) supervisor and four (4) specialists?	yes
89	Requirement SO-3 indicates a proposed staffing of three (3) for Financial Supervisor/Specialists. Can the State please confirm the intended composition is one (1) supervisor and two (2) specialists?	yes
90	Can the State please confirm the types of "reasonable accommodations" that it anticipates providing to disabled applicants?	This would be provided during contract negotiations.
91	Can the State please confirm who is responsible for notice printing and mailing?	Paper notices will be avoided where possible, but the State will provide a printing/mailing vendor where necessary.
92	Is a commitment not to exceed 20% a mandatory requirement or one that can result in a higher evaluation score?	It will result in a higher evaluation.
93	The vendor performing Financial Administration will be required to track payments and spending authority, process, re-issue and document returned payments. Is the system used to perform these functions part of the Technology Solution?	Yes
94	Please elaborate on utilizing the Verizon Call Center technology in this section and as discussed during the bidder's conference. What will be provided by HTFC/Verizon and will the costs of those services be paid for by HTFC (example - line and usage charges, IVR costs etc.?)	The State will pay for the cost of service from Verizon.

NEW YORK
STATE OF
OPPORTUNITY.

Homes and
Community Renewal

ANDREW M. CUOMO
Governor

RUTHANNE VISNAUSKAS
Commissioner/CEO

Questions and Answers
Request for Proposals ("RFP") for
Federal COVID Emergency Rental Assistance Administration in
New Yok State

Updated January 28, 2021

95	Would the state please confirm that payments will always go directly to landlords unless there is missing documentation. In that case payments will be sent to tenants. Also, what is the method of payment? (EBT, voucher, etc.?)	Payments will be made to landlords. However, the State reserves the right to pay tenants in limited circumstances.
96	Does the State anticipate that any applications will be auto adjudicated through the technology solution?	To the extent practical and feasible within the program requirements.
97	We understand the need to create the 12-week window for evaluation purposes. We also recognize and agree that the program will actually be longer - 6 months, etc. For the Cost Proposal template in Tab 3, which 12 weeks should we present?	The first 12 weeks.
98	Relative to the Implementation Timeline on Page 50 of the RFP, what is the start date of the 12 weeks being included in Tab 3? Does that 12 weeks start at the execution of the contract? Or at the opening of the application window?	At the opening of the application window.
99	What does "Open Application Window" (Week 4) represent in terms of scope/functionality? Is the expectation that the entire technical scope is functional at that point, or is that an initial release of certain functionality with additional functionality to be phased in subsequent releases over the course of the engagement?	If all functionality will not be available, the proposer may suggest a feasible alternative that will not delay the disbursement of payments.
100	What is the expectation for technical support once the system is fully developed and deployed? For example, what degree of maintenance and ongoing enhancements should we assume to be required? Additionally, how long should we assume that window to run?	The vendor is expected to provide technical support throughout the length of the contract.
101	How will the solution be expected to ingest events that originate from a landlord's or the renter's bank (e.g. – cashing a check)? Specifically, does NYS have that data and is it accessible via API?	The State does not have this data.
102	SVR-016 mentions onsite requirements for certain phases of the work (Requirements Fit-Gap Review/Validation, UAT Support, Classroom Training, Data Migration Planning). Should we assume that onsite work will indeed be permitted/expected? Or should we assume that given the pandemic and social distancing requirements, this work would be facilitated virtually?	Virtually

Questions and Answers
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Federal COVID Emergency Rental Assistance Administration in
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Updated January 28, 2021

103	Can the State provide the specifications for the payment file format to be sent to NY State DTF? Should it be in a NACHA format?	The payment interface file will be provided to the winning bidder. The vendor is expected to provide a payment file in a format to be specified (details unavailable at this time). A decision has not been made as to what system/entity will make payments. Direct integration with banking systems is not anticipated.
104	After the Landlord provides account details, who will perform the validation of those accounts? a.What is expected from the vendor? Should the vendor send a consolidated file on a daily basis to NY State DTF for account validation? b.If yes, what will be the file format?	This process has yet to be determined.
105	Regarding landlords that are non-resident aliens: a.How is NY State planning to validate accounts of landlords that are non-resident aliens? b.How will payments be processed for landlords that are non-resident aliens?	Landlords need to have an eligible status in order to participate in this program.
106	The RFP makes reference to the "State banking services vendor's software" i.Could you please elaborate on what is the role of this entity and which software package? ii.What will be the mode of communication with the vendor's software? Manual file uploads? Automated/direct integration? iii.What will be the file formats exchanged between vendor's software?	The vendor is expected to provide a payment file in a format to be specified (details unavailable at this time). A decision has not been made as to what system/entity will make payments. Direct integration with banking systems is not anticipated.
107	Who will be performing account reconciliation and exception management, e.g., returns and reversals?	The Vendor
108	Regarding Payment Status Reports: a.Who will send the report after the payments are processed? NY State or the State's banking partner? b.What will be the file format and mode of communication?	This process has yet to be determined.

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109	Regarding the section of requirements "t. Organizational Change Management and End User Training", should those OCM-related services be priced as part of Component I, Part A Program Management? Or incorporated into the lump sum amounts in Component II?	Incorporated into the lump sum amounts in Component II