

REQUEST FOR QUOTE KEY ROLE STAFFING MATRIX

Respondents must submit a completed Key Role Staffing Matrix as part of their Technical Response to the Division of Housing and Community Renewal (DHCR) for the Rent Regulation System Modernization (RRSM) Request for Quote (RFQ). Additional response requirements can be found in Section E, Submission Requirements, of the RFQ document.

RFQ INFORMATION
TITLE: Rent Regulation System Modernization
RFQ Number: 221110

CONTRACTOR RESPONSE		
<i>Responses are limited only to awarded Contractors of Solicitation 22802 and of the Lot(s) being solicited.</i>		
OGS Contract No.	Contractor Name	
Contact Name	Phone Number	E-Mail

This matrix serves a twofold purpose. DHCR has completed the first section for every key role with the role description and its required minimum qualifications. Respondents must complete the second section for every key role with their proposed staff and how that staff meets or exceeds each required qualification. Respondents should propose one staff per role and include relevant dates, client and project names, and a description of the staff's qualifications and responsibilities.

DHCR expects that all proposed key staff will both attend and participate in the interview and begin work at the contract's expected start date of the first quarter of 2023. It is the successful Vendor's responsibility to ensure that all business, service, and knowledge continuity is maintained throughout the life of the contract.

The key roles identified by DHCR for the RRSM RFQ are:

- Engagement Manager
- Project Manager
- Organizational Change Manager
- Lead Business Systems Analyst
- Lead Technical Architect
- Lead Developer
- Lead Tester
- Release Manager
- Data Migration Lead
- Data Scientist
- Training Lead
- Agile Coach

The Key Role Staffing Matrix begins on the following page.

RRSM VENDOR STAFF QUALIFICATIONS

Engagement Manager

Role Description	<ul style="list-style-type: none"> • Primary point of contact for DHCR Leadership Team • Manages the contractual relationship with DHCR, working closely with DHCR stakeholders to develop consensus when needed • Oversees service delivery, ensuring quality and timeliness of all deliverables • Manages all contractor and subcontractor staff activities • Ensures effective project communication and risk management • Responsible for contract compliance • Provides regular Contractor Performance reports
Qualifications	<ul style="list-style-type: none"> • A minimum of five (5) years of experience in leading major consulting engagements • A minimum of ten (10) years of experience managing public sector projects
Proposed Staff Name and Title	
Proposed Staff Qualifications	

Project Manager

Role Description	<ul style="list-style-type: none"> • Primary point of contact for DHCR Project Manager(s) • Reports to and receives direction from DHCR • Facilitates and manages the provision of services under the contract on schedule and within budget • Creates and maintains project documentation • Responsible for the successful initiation, planning, design, execution, monitoring, controlling, and delivery of contract deliverables • Assigns, coordinates, and monitors the tasks and activities of contractor staff • Prepares and presents project status reports to DHCR • Responsible for ongoing support and engagement throughout the life of the contract, including post go-live support
Qualifications	<ul style="list-style-type: none"> • A minimum of seven (7) years of experience in project management, with at least three (3) years of experience managing government project(s) involving 20 or more project members • A current Project Management Institute (PMI) Project Management Professional (PMP) certification • It is preferred that the Project Manager possess experience with ITIL, SDLC, Agile, and service lifecycles
Proposed Staff Name and Title	
Proposed Staff Qualifications	

Organizational Change Manager

Role Description	<ul style="list-style-type: none"> • Creates and implements change management strategies and plans that maximize stakeholder adoption and usage to minimize resistance • Responsible for supporting communication efforts, assessing change impacts, and supporting training efforts
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RRSM VENDOR STAFF QUALIFICATIONS

	<ul style="list-style-type: none"> Focuses on the people side of change, including changes to business processes, systems, and technology Leads an organizational change management team responsible for transitioning internal and external stakeholders to the new solution
Qualifications	<ul style="list-style-type: none"> A minimum of five (5) years of experience in an organizational change management role A minimum of three (3) years of experience on a modernization project A minimum of seven (7) years of relevant professional experience, including work similar to the scope of this RFQ Public sector experience Experience leading organizational change management projects for clients with multiple locations
Proposed Staff Name and Title	
Proposed Staff Qualifications	

Lead Business Systems Analyst

Role Description	<ul style="list-style-type: none"> Facilitates and manages the validation and refinement of business requirements and business rules Develops functional specifications that will be used to facilitate system/software design and development Provides direction to all Business Systems Analysts Reviews all Business System Analyst deliverables
Qualifications	<ul style="list-style-type: none"> A minimum of five (5) years of experience designing policy architecture and documenting, developing, and implementing policy rule sets A minimum of five (5) years on modernization projects that included replacing legacy systems A minimum of five (5) years of experience facilitating, gathering, documenting, managing, and tracking requirements from a diverse set of stakeholders, including external organizations, regulators, and/or the general public It is preferred that the Lead Business Analyst possess a Business Analysis certification, such as Certified Business Analysis Professional (CBAP) or PMI-PBA designation
Proposed Staff Name and Title	
Proposed Staff Qualifications	

Lead Technical Architect

Role Description	<ul style="list-style-type: none"> Provides technical leadership Works with ITS as needed to plan and coordinate system implementation Ensures the solution is implemented to meet all contractual requirements Provides architectural blueprints
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RRSM VENDOR STAFF QUALIFICATIONS

Qualifications	<ul style="list-style-type: none"> • A minimum of six (6) years of experience in a technical lead/architect role using the proposed technology platform • A total of ten (10) years of relevant technical experience, including work similar to the scope of this RFQ • A minimum of five (5) years of experience on large-scale modernization projects that included replacing legacy systems • A minimum of five (5) years of experience in each of the following areas: solution assessment, transition and sequence planning, security planning, system integration, information architecture, and business process engineering to build or re-architect an enterprise-level solution
Proposed Staff Name and Title	
Proposed Staff Qualifications	
Lead Developer	
Role Description	<ul style="list-style-type: none"> • Responsible for application development activities • Leads development team
Qualifications	<ul style="list-style-type: none"> • A minimum of three (3) years of experience in a lead developer role using the proposed technology platform • A minimum of seven (7) years of relevant professional experience, including work similar to the scope of this RFQ • A minimum of three (3) years of experience on modernization projects that included replacing legacy internal systems
Proposed Staff Name and Title	
Proposed Staff Qualifications	
Lead Tester	
Role Description	<ul style="list-style-type: none"> • Manages testing activities, including UI automation, integration testing, performance, scalability testing, regression testing, and UAT planning and tracking • Defines testing roles and responsibilities, the testing cycle, and processes for migrating across environments • Defines and oversees testing environments • Responsible for test scheduling and reporting on the status of testing activities • Ensures requirements and deliverables are verified and validated at each testing phase and final acceptance

RRSM VENDOR STAFF QUALIFICATIONS

Qualifications	<ul style="list-style-type: none"> • A minimum of seven (7) years of experience planning, designing, developing, and executing test plans based on business requirements and functional specifications • A minimum of five (5) experience coordinating, tracking, and analyzing testing activities • A minimum of five (5) years of experience as a Test/QA Lead working on large and highly technical projects • A minimum of three (3) years of experience using functional and performance test tools • A minimum of three (3) years of hands-on experience recording and scripting automated functional tests • Experience with an Application Lifecycle Management tool for tracking and managing defects
Proposed Staff Name and Title	
Proposed Staff Qualifications	
Release Manager	
Role Description	<ul style="list-style-type: none"> • Plans and manages all release activities and release documentation • Manages risks and resolves issues that affect release scope, schedule, and quality • Leads go-live activities, including the execution of deployment plans
Qualifications	<ul style="list-style-type: none"> • A minimum of five (5) years of experience as a release manager or lead on projects similar to the scope of this RFQ • A minimum of five (5) years of experience working with project management principles and best practices in an information systems operations environment, within systems analysis, or in the system development life cycle
Proposed Staff Name and Title	
Proposed Staff Qualifications	
Data Migration Lead	
Role Description	<ul style="list-style-type: none"> • Designs, plans, monitors, and manages the data migration process • Oversees the identification and documentation of data migration requirements • Oversees the extraction, cleansing, transformation, loading, and validation of data from legacy system(s) to the new solution
Qualifications	<ul style="list-style-type: none"> • A minimum of five (5) years of experience leading data migration(s) • A total of ten (10) years of data experience, including work similar to the scope of this RFQ
Proposed Staff Name and Title	
Proposed Staff Qualifications	

RRSM VENDOR STAFF QUALIFICATIONS**Data Scientist**

Role Description	<ul style="list-style-type: none"> Oversees and provides recommendations for decisions on analytics and reporting solutions Acts as lead and expert on data warehouse activities Proposes solutions and strategies for complex business and data challenges Responsible for processing, cleansing, and validating integrity of data
Qualifications	<ul style="list-style-type: none"> A minimum of five (5) years of experience leading data analysis, data science, data statistics, or similar activities A total of ten (10) years of data experience, including work similar to the scope of this RFQ
Proposed Staff Name and Title	
Proposed Staff Qualifications	

Training Lead

Role Description	<ul style="list-style-type: none"> Identifies and defines training needs Develops training curricula and training materials Oversees the delivery of training, including hands-on practice sessions and virtual programs
Qualifications	<ul style="list-style-type: none"> A minimum of five (5) years of experience leading training efforts on computer applications A total of ten (10) years of relevant training experience, including work similar to the scope of this RFQ Public sector training experience Experience working with instructional design and adult learning and training methodologies
Proposed Staff Name and Title	
Proposed Staff Qualifications	

Agile Coach

Role Description	<ul style="list-style-type: none"> Serves as the Agile Methodology SME and Lead Oversees Sprint Teams and Scrum Masters Ensures understanding and adherence to process by all team members Responsible for process improvements within and among teams
Qualifications	<ul style="list-style-type: none"> A minimum of ten (10) years of Agile implementation experience
Proposed Staff Name and Title	
Proposed Staff Qualifications	