REQUEST FOR QUOTE QUESTIONS AND ANSWERS

This spreadsheet provides questions and answers for the Division of Housing and Community Renewal (DHCR) Rent Regulation System Modernization (RRSM) Request for Quote (RFQ). The Q&As are arranged by round and labeled by topic. New questions, or those added in the most recent posting, will be highlighted in yellow.

RFQ Title: Rent Regulation System Modernization   **RFQ Number: 221110**   **Date Last Updated: 01/11/2023**

ID	Topic	Question	Answer	Round
1	Administrative	Please confirm that only those designated as "qualified" vendors can serve as prime contractors for this procurement.	Confirmed. "Qualified" or "eligible" Vendors are defined as Vendors who are on both Lots 3 and 4 of the OGS Manufacturer-Based IT Umbrella Contract.	One
2	Administrative	Please confirm that there is no additional information/documentation relevant to the RFQ - besides that contained in Appendix G.i.	This RFQ was released against the OGS Manufacturer-Based IT Umbrella Contract, which includes the base contract and all appendices. The RFQ itself consists of the RFQ document, 11 attachments, any amendments that have been or will be posted, and all questions and answers. All RFQ documents are available in COMeT and on HCR's Procurement Opportunities' webpage: https://hcr.ny.gov/procurement-opportunities.	One
3	Requirements	How many users do you see the system needing as far as internal users?	Refer to *Attachment 1: Requirements Matrix*, NF13: The solution must support a minimum of 350 internal users at go-live. Note: The number of internal users will grow through the life of the program and the system must accommodate that future growth. Vendor may provide input on what this number should be according to prior experience.	Pre-bid conference
4	OGS contract	For Lot 3 Vendors that are not a part of Lot 4. Will it be an easy, expedited process to now be added to Lot 4?	Per OGS: OGS will prioritize the addition of Lot 4 for Vendors responding to this RFQ on a first-come, first-served basis. Vendors will still be expected to meet all of the requirements for a Lot add. Vendors submitting incomplete requests will go to the back of the line. OGS is not responsible for Vendors missing the opportunity due to their failure to complete the add request properly.	Pre-bid conference
5	Scope	Will the agency be procuring independent verification and validation (IV&V) services for this project as well since its a highly critical and complex project?	IV&V is an operational decision and would be procured separately if DHCR decides to utilize. There is no IV&V included in this specific solicitation at this time.	Pre-bid conference
6	Current state	Do you have an existing portal or website that people can submit forms that we would integrate with?	Yes, there are applications for rent processing on the public website, hcr.ny.gov. Extensive information on portal applications can also be found in *Section A.1.4 Current State Overview* and *Section A.2.1 Solution Description* of the RFQ.	Pre-bid conference
7	RFI	There was an RFI for what seems to be the same project in May 2021. Is this RFQ as result of those responses and developing this RFQ?	Yes.	Pre-bid conference
8	OGS contract	Does the Lot 3/Lot 4 rule pertain to the prime vendor or prime and subs?	The rule pertains only to the prime Vendor, the Vendor that will be submitting a response to the RFQ.	Pre-bid conference
9	Requirements	Size of Rocket 204 BD on the Mainframe that needs converting. What will it be converted to?	DHCR is looking for Vendors to provide an approach. There is no specific target platform we are requiring to be converted.	Pre-bid conference
10	Requirements	Approximately how many transactions occur annually?	This information can be found in *Section A.1.4 Current State Overview* of the RFQ.	Pre-bid conference
11	Requirements	How do you envision linking existing properties (complexes, buildings, units) within the legacy system with owners that register using the new system?	DHCR is looking for Vendors to develop a Data Migration Plan based on experience and best practice that would include data transformation and mapping specifications. Refer to *Attachment 1: Requirements Matrix*, NF02 for more detail.	Pre-bid conference
12	Requirements	Does the agency have a preference for cloud based technology platform? The RFP states a number of .net applications. Are these applications managed by internal staff or vendors?	Under the IT Umbrella Contract, Lot 3 Vendors must propose a cloud-based technology platform. From a business perspective, DHCR does not have a specific platform preference. The .net applications are currently managed internally by ITS.	Pre-bid conference
13	Administrative	Regarding Section F.2.3 MWBE Scoring, can you explain the scoring approach for these five points? Specifically in order to get five points does the Prime have to be MWBE?	Yes.	Pre-bid conference
14	Requirements	Can you provide as much detail as possible on the content types and data that you look to migrate to the new system.	Please refer to the RFQ for high-level details on content types and data.	Pre-bid conference

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15	Administrative	Will the recording of this be sent to the vendors with the list of answers to questions and who participated?	The recording of the pre-bid conference is for internal DHCR use only. Questions asked during the pre-bid conference have been or will be added to the RFQ Q&A attachment. The attachment can be found on COMeT and HCR's Procurement Opportunities webpage. Vendors who would like to share their contact information with Lot 3 Vendors should submit their information and area of expertise to Monika Lekarczyk at Monika.Lekarczyk@hcr.ny.gov. DHCR will post this information, as well as the pre-bid conference attendance list, on COMeT and HCR's Procurement Opportunities webpage. Vendors who are not on Lots 3 and 4 are also encouraged to contact Lots 3 and 4 Vendors directly.	Pre-bid conference
16	Current state	Given its lack of flexibility does HUTS currently satisfy all business rules that DHCR Rent Regulation requires?	No.	Pre-bid conference
17	Current state	Do you currently have a communication platform for phone communication?	ITS does have a statewide service, but as part of this overall solution, Vendors will have to review the RFQ requirements and propose a solution for integration. DHCR has no specific preference for a communication platform.	Pre-bid conference
18	OGS contract	Vendors on Lot 3 can have multiple resellers. Will DHCR allow multiple bids from Lot 3 resellers?	Per OGS: The OGS contract allows proposals from both multiple Resellers for the same Manufacturer and the same Reseller for multiple Manufacturers, provided the Vendor can maintain their commitment to the no collusion clauses in the contract. Also, a Reseller must be listed on a Contract in order to quote the Manufacturer's products and services.	Pre-bid conference
19	Requirements	Does DHCR have requirements defined for the new system envisioned, or is that a part of this modernization?	The requirements included in this RFQ are outcome based; additional discussions and details will be worked on with the selected vendor using an Agile methodology.	Pre-bid conference
20	OGS contract	Traditionally, responses to RFQ on LOT 3 are responded to by resellers authorized by a specific contract holder. Is DHCR requesting the reseller to respond to the RFQ or the Contract Holder or are both permitted to respond?	Per OGS: Vendors may respond in any manner allowable by the Contract. The Manufacturer and Resellers can both offer pricing on the same project.	Pre-bid conference
21	Requirements	Please clarify that you are accounting for converting the Model 204 backend database first maybe to a relational database first to make this application able to migrate to a cloud solution?	DHCR is looking for vendors to provide an overall solution and has no preference for a specific target platform.	Pre-bid conference
22	Requirements	How many different types of correspondences or letters do you envision generating from the system? Do these need to be languages other than English?	Please refer to *Attachment 1 Requirements Matrix*, Correspondence Management requirements for additional information.	Pre-bid conference
23	Requirements	Will you be storing any PII related data within the application?	Yes, Personally Identifiable Information (PII) was one of the data categorization elements that guided the RRSM project's risk level classification.	Pre-bid conference
24	Administrative	To allow time to build partnerships with MWBE and OBS Lot 3 Vendors - would the agency consider a 30 day extension?	As per Amendment 3, DHCR has extended the response due date to 1/19/2023.	Pre-bid conference
25	Administrative	Do you have an estimated target date to have this project completed post vendor selection and contract negotiations? Apologies if I missed this in the RFQ.	Vendors should propose a timeline that is sufficient to meet all requirements.	Pre-bid conference

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26	Requirements	Do you plan to go live once all functionality is complete and data migrated or do you plan to go live in phases where we will need to build integration with the legacy system	DHCR is looking for Vendors to develop a Cutover and Transition Plan based on experience and best practice that would include a strategy and schedule for migration to the new solution. Vendors should indicate if any components of the legacy system would require integration or modification and recommend appropriate solutions. Refer to *Attachment 1: Requirements Matrix,* NF09: The Vendor must develop a Cutover and Transition Plan for DHCR and ITS review and approval.	Pre-bid conference
27	Administrative	As the bid reads, Lot 3 vendors are required to submit and be added to Lot 4 in order for responses to be deemed acceptable. Given that OGS has said this process will take 4-6 weeks, we would like to ask for a 7-week extension to 1/11/2023.	Please see the answer to question # 24.	One
28	OGS contract	Page 5 "DHCR chose to release this RFQ to all Lot 3 Vendors. However, two conditional stipulations apply: 1. Because the RRSM project does require implementation and configuration, any interested Lot 3 Vendor that is not available on Lot 4 must add Lot 4 to their OGS contract before responding to this RFQ. Any Vendor that submits a response for Lot 3 only will be considered non-responsive." Questions: ● Traditionally, resellers authorized by a specific contract holder respond to responses to RFQ on LOT 3. Is DHCR requesting the reseller(s) to respond to the RFQ or the Contract Holder or are both permitted to respond? ● We have reached out to OGS to be added to Lot 4. Has OGS committed to fast-track the process to ensure it can be completed before the RFQ response is due? If not, will DHCR remove or amend this requirement?	Please see the answers to questions # 4 and # 20.	One
29	Requirements	Does selection of the Manufacturer Based Contract vehicle for this opportunity imply DHCR prefers a commercial off the shelf software solution that fits the requirements, in lieu of custom software that is purpose built?	Under the IT Umbrella Contract, Lot 3 Vendors must propose a COTS solution that requires, at most, minimal customization. DHCR assumes custom integration will be required for certain aspects of the solution.	Pre-bid conference
30	Requirements	Do you have details about the integrations points?	The proposed solution must have the capability and features to provide data and API integration endpoints to standard ITS services that DHCR consumes as well as critical system of record applications that need to interface with the proposed solution. The proposed solution should use open industry connector standards such as REST and/or SOAP based services over a secure protocol. More details on targeted interfaces would be provided at implementation.	Pre-bid conference
31	Requirements	Is low-code, no-code platforms considered COTS?	If the proposed low-code, no-code solution is capable of handling complex business processes and provides enterprise-grade API integrations using open web standards securely, then it can be considered as part of an overall COTS solution. The proposed solution should have the capability to accelerate business processes, differentiate customer experiences, and simplify overall development patterns.	Pre-bid conference
32	Partnering	Page 5 A.1.1 Purpose and Background Question: Can you clarify the intent behind "DHCR encourages Vendors to partner with experts in the field, such as Yardi Systems, MRI Software, or any other applicable companies with similar expertise?"	DHCR encourages Vendors to avoid submitting responses that show little or no knowledge of regulated rental markets and processes. Therefore, DHCR encourages Vendors to partner with firms with known expertise in this area.	One

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33	Partnering	Page 32 E.1 Partnering Question: How do DHCR and OGS envision partnering with software vendors that are not available on LOT 3?	In compliance with the terms of the OGS IT Umbrella Contract, the contract for this procurement will be awarded to a Lot 3 Vendor who will be solely responsible for the deliverables of the entire contract. The selected Lot 3 Vendor will be responsible for the performance of any Vendor(s) with whom the selected Vendor partners.	One
34	Requirements	A.2.4.2 System must support 3,000,000 external users Can you please estimate the total number of primary external users as listed in A.1.4? (primary external users include tenants, owners, representatives, and trade organizations that focus on rent-regulated properties)	The primary external user group will make up the majority of the 3,000,000 external users.	Two
35	Requirements	A.2.4.2 System must support 3,000,000 external users Can you please estimate the total number of secondary external users as listed in A.1.4? (local municipal partner agencies such as NYC Department of Housing Preservation and Development (HPD), NYC Department of Buildings (DOB), NYC Department of Finance (DOF), and local court systems)	DHCR estimates the total number of secondary external users to be less than 200 of the 3,000,000.	Two
36	Requirements	A.2.4.2 System must support 3,000,000 external users Will all external users be required to authenticate? If not, can you breakdown the personas that are not required to authenticate and the quantity? Alternatively, if you could share examples of when a user would not have to authenticate.	An external user would not have to authenticate if they are seeking general information (e.g., browsing the DHCR website). External users who wish to perform common rent-related functions such as filing overcharge complaints, requesting an apartment's rental history (typically tenants), registering an apartment, appealing an Order, or responding to a survey (typically owners or their agents) use the Rent Connect application, which does not require authentication via the Rent Regulation System.	Two
37	Requirements	A.2.4.2 System must support 3,000,000 external users Are all of the 3M external users active users that will access the system at least once in a given year?	Yes.	Two
38	Requirements	A.2.4.2 System must support 1,500,000 concurrent external users Can you provide historical statistics related to the concurrent external users by persona/function? For example, does this suggest that the system must support 1.5M users simultaneously submitting an application?	DHCR's current best estimate for concurrent users is 1.5 million, based on 50% of 3 million anticipated overall users. However, the statement in NF16 (refer to *Attachment 1: Requirements Matrix*): "Vendor may provide input on what this number should be according to prior experience", should be considered.	Two
39	Requirements	A.2.2.8 Correspondence Management - Correspondence will be sent via email, text, and/or postal service. The solution must send, store, track, and receive all correspondence, including notifications and paper-based correspondence, from both external and internal users. **How many interactions will DHCR have through email?**	Although the majority of DHCR interactions will be via email, this number will be dependent on how many users choose email as their preferred communication method.	Two
40	Requirements	A.2.2.8 Correspondence Management - Correspondence will be sent via email, text, and/or postal service. The solution must send, store, track, and receive all correspondence, including notifications and paper-based correspondence, from both external and internal users. **How many SMS/text messages will DHCR be sending?**	This number will be dependent on how many users choose SMS/text messaging as their preferred communication method.	Two

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41	Current state	A.2.2.8 Correspondence Management - Correspondence will be sent via email, text, and/or postal service. The solution must send, store, track, and receive all correspondence, including notifications and paper-based correspondence, from both external and internal users. **How does DHCR communicate with residents/program to staff/participants/landlords/other key stakeholders now?**	DHCR currently communicates via email and postal service.	Two
42	Requirements	A.2.2.8 Correspondence Management - Correspondence will be sent via email, text, and/or postal service. The solution must send, store, track, and receive all correspondence, including notifications and paper-based correspondence, from both external and internal users. **Are the different departments sending SMS messages using the same short-code, or do they need to have separate short codes?**	DHCR is looking for Vendors to propose an approach that meets New York State standards.	Two
43	Requirements	A.2.2.8 Correspondence Management - Correspondence will be sent via email, text, and/or postal service. The solution must send, store, track, and receive all correspondence, including notifications and paper-based correspondence, from both external and internal users. **For outreach, will the ability to send communications via WhatsApp be needed?**	No.	Two
44	Requirements	A.2.2.8 Correspondence Management - Users must be able to search for, view, and filter any sent and received correspondence that they have permission to access. **How many users will need to have access to manage the sending of messages/outreach?**	All case processing staff will need access to manage sending out messages.	Two
45	Current state	A.2.2.8 Correspondence Management - Correspondence will be sent via email, text, and/or postal service. **Where is the data/contacts acquired from now for external communications/outreach? Will there be additional data/contacts that will be added consistently?**	Contact data is currently stored in the database. Additional contact data will be added consistently.	Two
46	Requirements	A.2.1.1 Integration For bi-directional integration between ORA and OLA, what is the expected transactions per second and payload size?	There are no specific requirements for transactions per second nor for payload size. DHCR is looking for Vendors to provide a plan for these items based upon requirements and their professional experience.	Two
47	Requirements	A.2.1.1 Integration Regarding ORA and OLA Integration, would it be used by internal users only or external users as well?	Internal users only.	Two
48	Requirements	A.2.1.1 Integration For ORA and TPU integration, how many transactions per second is expected?	Please see the answer to question # 46.	Two
49	Requirements	A.2.1.1 Integration Regarding ORA and TPU integration, would it be used by internal users only or external users as well?	Both internal and external users. The portal must support TPU communications to other agencies and to the public.	Two
50	Requirements	A.2.1.1 Integration Which is the current ECM ORA needs to integrate?	The current ECM is OpenText Content Server, version 16.2.8.	Two
51	Requirements	A.2.1.1 Integration Would ORA need to pull data from another system through web-services or APIs in real-time for external user interactions(1.5M concurrent users)?	ORA needs to pull data from other systems in real time.	Two

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52	OGS Contract	A.1.1 Because the RRSM project does require implementation and configuration, any interested Lot 3 Vendor that is not available on Lot 4 must add Lot 4 to their OGS contract before responding to this RFQ. Any Vendor that submits a response for Lot 3 only will be considered non-responsive. Would DHCR consider amending this requirement to state that Lot 3 vendors must have submitted their request to be added to Lot 4 prior to submitting a response to this RFQ? This would encourage more Lot 3 vendors to invest the resources to prepare a response with out taking on the risk being non-compliant do to circumstanced beyond their control.	A response must include both Lot 3 and Lot 4 SKUs to accurately price all requirements. Please also see the answer to question # 4.	Two
53	Requirements	A.2.3.2 The Vendor, or a third party contracted by the Vendor, must host the solution in a government cloud. Please confirm if there is a specific requirement for FedRamp Moderate or High certification.	Prior to contract award, the system and its environment must have attained a FedRAMP ATO at a FISMA moderate level or higher.	Two
54	Requirements	Attachment 1A Requirements Matrix #F192 - F204 How Many Report Developers will be building reports and dashboards from HCR/ITS?	DHCR is looking for Vendors to propose an approach.	Two
55	Administrative	Will the State grant an extension from the 01/19/2023 deadline given the anticipated date for answers to questions and the holiday period?	As per Amendment 5, DHCR has extended the response due date to 2/2/2023.	Two
56	Requirements	A.2.4.1 What project activities does the state require for onsite delivery, planning, discovery, configuration, development, testing, training, post go-live support?	DHCR will work with the selected Vendor on a hybrid plan that ensures success for all involved parties. However, it is expected that key staff roles (refer to *Attachment 3 - Key Role Staffing Matrix*) and all others as appropriate will be onsite at Gertz Plaza in Jamaica, Queens on a regular basis.	Two
57	Requirements	A.2.1.4 What project roles does that state want on-site for project delivery? PM, Analysts, Designers, Architects, Admins, Developers, Testers, Trainers, Support Staff?	Please see the answer to question # 56.	Two
58	Requirements	A.2.3.1 What suite of desktop tools does the State require we maintain compatibility and support with for project plans and documentation?	Refer to *Attachment 1: Requirements Matrix*, S06; the State currently utilizes SharePoint and Microsoft tools but would be open to other project management tools (e.g., Smartsheet, monday, Jira, etc.) as long as access is available to all stakeholders and managed by the Vendor.	Two
59	Requirements	A.2.4.2 The requirement to support 1.5 million concurrent users adds significant cost and complexity to the implementation of this solution, please validate and/or define 1.5 million concurrent users. During peak usage how do the activities for those users break down? What percent of those users are unauthenticated vs authenticated? What percent of those users are viewing system data vs editing system data?	Please see the answer to question # 38.	Two
60	Administrative	Utilization Plan, PROC -2 The Utilization Plan, PROC -2 form couldn't be downloaded from the link provided in the RFQ document.	Utilization Plan, PROC-2 can be found at the following link: https://hcr.ny.gov/system/files/documents/2019/02/copy-proc2-utilizationforms.xlsx	Two

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61	Administrative	A.2.4.3 How would NYS like to receive our compliance to the security requirements in the RFQ? RE: The Vendor and its employees and subcontractors must comply with all security requirements and service-level agreements (SLA). This includes following New York's Secure Systems Development Lifecycle (SSDLC), cooperating with DHCR and any independent third-party Vendor(s) engaged by DHCR, and remaining compliant with all applicable state and federal requirements, regulations, standards, policies, mandates, and industry best practices such as: •NYS ITS Policy NYS-P10-006, Identity Assurance Policy •NYS ITS Policy NYS-S13-004, Identity Assurance Standard •NYS ITS Policy NYS-S14-003, Information Security Controls Standard •NYS ITS Policy NYS-S14-005, Security Logging Standard •NYS ITS Policy NYS-S14-013, Account Management Access Control Standard"	The Technical Approach should expressly respond to and provide satisfactory evidence of the Vendor's ability to fulfill all requirements, including security requirements.	Two
62	Administrative	Does the state have a preference for a go-live date? Are there any dates (weeks, months or seasons) that are busy for the state during which we should NOT go-live with the new system?	Please see the answer to question # 25.	Two
63	Current State	Do project stakeholders have experience in the agile software development methodology?	Some project stakeholders have taken training in Agile and have been involved in Agile implementation projects; DHCR expects the selected Vendor to train State staff on the specific Agile methodology to be used on this implementation project and provide an Agile Coach as defined in *Attachment 3 - Key Role Staffing Matrix*.	Two
64	Current state	Do project stakeholders have experience in the agile software development methodology? If yes, are there any members of your team that you would like to hold the SCRUM master role?	Please see the answer to question # 63. DHCR expects the Vendor to fill the Scrum Master role, but would like State representation for the Product Owner role.	Two
65	Current state	Please define the departments and roles of your internal stakeholders? Are all of these stakeholders located in Albany?	This information can be found in *Section A.1.2 Department Overview* of the RFQ, specifically *Figure 1, DHCR Organization* and *Table 1, ORA Organization*. The majority of stakeholders are located in New York City - Queens, although some stakeholders are in New York City - Manhattan and Albany.	Two
66	Requirements	Should we assume on-site training for internal users?	While DHCR is looking for Vendors to propose appropriate training plans for all user types, DHCR does expect that certain topics will require on-site hands-on training in New York City for internal users. In addition, other instructional methodologies for internal users are: • Synchronous • Asynchronous • Virtual- Webex • Blended • Online	Two
67	Current state	Does your IT support team have Salesforce experience? Salesforce admin certifications? If yes, how many resources on your IT team have Salesforce experience?	The IT support team is experienced with Salesforce, which is a sanctioned (approved) product.	Two
68	Requirements	How many public facing reports and dashboards does the State anticipate needing?	DHCR is looking for Vendors to propose an approach.	Two
69	Requirements	How many internal reports and dashboards does the State anticipate needing?	DHCR is looking for Vendors to propose an approach. There are currently 281 reports in use (refer to *Attachment 1: Requirements Matrix*, F203), but DHCR anticipates this number changing as the project progresses.	Two
70	Requirements	Should we assume train the trainer for external users?	DHCR is looking for Vendors to propose appropriate training plans for all user types.	Two

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71	Administrative	Approximately how many hours per week will state stakeholders be available to engage with the project implementation team?	DHCR plans to have a team of dedicated resources available full time for implementation.	Two
72	Current state	Does the state have an existing or preferred SSO provider? If so, which one?	Okta.	Two
73	Requirements	Does the State have a preference for a human centered design approach to requirements validation, stakeholder engagement and training?	DHCR is looking for Vendors to propose an approach and has no specific preference.	Two
74	Requirements	Is there existing middleware solution the State would like to use?	Akana is the gateway that New York State will continue to use. This is a state standard, and Vendors should not propose an alternate solution.	Two
75	Current state	What version of Esri ArcGIS licenses does the state have? Can we assume sufficient licensing to support integration requirements?	Vendors can assume sufficient licensing to support integration requirements.	Two
76	Requirements	Both USPS and Smarty Sheets are listed as address validation integrations. Does the state want multiple address validation solutions? Is there a preference for one? If so, which one?	DHCR has a preference for Smarty Streets as the address validation solution.	Two
77	Current state	Can we assume licensing for the preferred address validation integration solutions already exists?	Vendors can assume sufficient licensing to support address validation integration requirements.	Two
78	Current state	How frequently does HUTS send data to the NYS Data Warehouse (DW)?	Weekly.	Two
79	Current state	The retention policy is 6 years for Case Records and 25 years for Dispositions. What is the oldest case or disposition record that is accessed to support day to day business?	ORA does not anticipate any changes to the retention policy by the State of New York.	Two
80	Current state	Historical Update and Tracking System (HUTS) / Model 204: How many records or what volume of data is stored here? Can you provide a ERD/object diagram for this system?	Approximately 133.6M records are stored in HUTS. Due to security standards, neither DHCR nor ITS can provide a diagram for this system at this stage.	Two
81	Current state	How many documents exist on the current Enterprise Content Management solution? How is this solution licensed?	Licensing is user based, and there are approximately 1.5 million documents. However, DHCR has no intention of moving these documents; integration to ECM will be through RESTful or SOAP services.	Two
82	Current state	How many inspectors or field staff does the State have? How many different types of inspections or field visits are conducted?	Currently, ORA has 11 inspectors and about 4 Supervisors. The Inspections Unit conducts approximately 5000 inspections per year. Of those inspections, ninety-seven percent are for service cases. Work zones have been established to designate assignments based on building location.	Two
83	Current state	How many documents need to be migrated from Kofax? How many documents do you receive annually? How many pages? Approximately?	There are approximately 50,000 documents created annually; documents are typically between 4 and 12 pages, however this is not an exact number. Additionally, no documents will require migration from Kofax. Documents are scanned into Kofax then stored in the ECM. The new solution should significantly reduce the need for any scanned documents, but DHCR has no intention of moving these documents; integration to ECM will be through RESTful or SOAP services.	Two
84	Administrative	Question regarding "MWBE and SDVOB PARTICIPATION GOALS: 30% Overall MWBE Participation Goal / 6% SDVOB Participation Goal". Does it have to go to 3 separate companies (example: MBE 15%, WBE 15%, and SDVOB 6%) or if a company meets all of the qualifications, could all of the participation goal requirements be met by that company?	These requirements may be satisfied by one appropriately qualified company as long as the 30% MWBE participation goal and the 6% SDVOB participation goal are fully met (for a net total of 36%).	Two
85	Requirements	What is the target timeframe for retirement of the Model 204 Mainframe?	Please see the answer to question # 25.	Two

REQUEST FOR QUOTE QUESTIONS AND ANSWERS

This spreadsheet provides questions and answers for the Division of Housing and Community Renewal (DHCR) Rent Regulation System Modernization (RRSM) Request for Quote (RFQ). The Q&As are arranged by round and labeled by topic. New questions, or those added in the most recent posting, will be highlighted in yellow.

RFQ Title: Rent Regulation System Modernization   **RFQ Number: 221110**   **Date Last Updated: 01/11/2023**

ID	Topic	Question	Answer	Round
86	Current state	Can you please provide the following information regarding the Application Metrics:I.M204 1.Count of tables by Application subsystems 2.Count of User Types / Security permission types II.Flat Files/Sequential Files 1.Count of Sequential data structures/files 2.Count of GDGs 3.Count of VSAM III.Archived Data requiring access after active data use through the application 1.Retention period 2.Access requirements a.For Legal and Regulatory inquiry responses b.For Reference and Business Analysis b.Source code metrics I.Count of programs by Application subsystems 1.By Source code language II.Count of transactions by Application subsystems 1.Via Janus WebRTC 2.Via mainframe online III.Count of batch jobs/scripts c.Interfacing system metrics I.Third Party reference applications (e.g., Post Code lookup/validation, Tax Rate lookup) II.Count and type of Destination systems (e.g., Data Warehouse)	HUTS has approximately 120 production data files; approximately 1.4 million lines of code, 500 screens, 2800 programs, 400 JCL members. The .Net applications have approximately 250,000 lines of code. Janus production transaction statistics on January 3, 2023: ~3,043 webpages displayed; ~4,696,688 retrievals on individual files; ~1,244,562,731 rows referenced; ~52,973 rows added. Mainframe online terminal-based production transaction statistics on January 3, 2023: ~50,480 screens displayed; ~1,436,971 retrievals on individual files; ~15,460,564 rows referenced; ~101,130 rows added. Please see *Attachment 1: Requirements Matrix* for high-level information. Specific details will be discovered by the Vendor with DHCR during implementation.	Two
87	Administrative	Does the Manufacturer / Authorized Reseller Information Form have to be submitted prior to the proposal submission or with the proposal?	Vendors must submit a Manufacturer / Authorized Reseller Information Form with their response.	Two
88	Current state	What is the current ECM system?	Please see the answer to question # 50.	Two
89	Requirements	What are the other gov agency systems to perform integration?	There are at least eight other state or city organizations (e.g., New York City Department of Buildings and New York City Department of Finance) that need data stored in DHCR systems. There are some cases of inbound data feeds where HUTS consumes data provided by other agencies in a similar fashion via manually triggered batch jobs.	Two
90	Requirements	What is the size (in GBs or TBs) and volume (in rows) of the data to archive for transaction data?	All transaction data must be accessible online for the life of the solution. The Vendor is not expected to archive offline any transaction data.	Two
91	Requirements	What is the size (in GB or TB) of documents to migrate?	Please refer to *Section A.2.1.1 Integration* of the RFQ. The Vendor is required to integrate with the current ECM for legacy documentation.	Two
92	Requirements	What is the size (in GBs or TBs) and volume (in rows) of the transaction data to migrate?	Please see the answer to question # 80. The data is sized at approximately 52 GB.	Two
93	Current state	Where does the current data reside?	Please refer to *Table 2, Current Internal and External Technology Applications* in *Section A.1.4 Current State Overview* of the RFQ.	Two
94	Current state	What is the name of the current data system (oracle, siebel or sql)?	Oracle Service Cloud.	Two