ID	Topic	Questions	Answers	Posted Round
1	Administrative	Would it be possible to get a Word document instead of a PDF for the actual proposal? I'm finding that I'm doing a lot of copy/pasting into my proposal.	Though the Agency is unable to prevent a Vendor converting a PDF to a Word file, the Agency cannot publish a Word version of this RFP.	1
2	Administrative	Can the statements that have to be signed/dated by the proposer be electronically signed?	No.	1
3	Administrative	Do all subcontractors have to submit the forms listed in Attachment 10?	Yes.	1
4	Administrative	For the EEO staffing plan, is this for the initial staffing? Since we would need to hire staff for this RFP, we don't have race/ethnicity or gender information until we hire them.	Yes.	1
5	Administrative	I'm attaching Utilization, PROC-2 from Attachment 10, and it is a read only file due to unsupported content. Is it possible to get an editable version? In that form, it asks for "Developer/Grantee" information - what is the difference between a Developer and the Contractor?	Provided here is the hyperlink to the Utilization PROC-2 Form in Excel Format: https://hcr.ny.gov/system/files/documents/2019/02/copy-proc2-utilizationforms.xlsx	1
6	Administrative	For the MWBE & EEO Policy Statement, PROC-4, it asks what are the EEO Contract Goals - is this something you provide?	The MWBE goals are as stated in in the solicitation. There are no EEO goals currently.	1
7	Administrative	Page 12 under section 5.1, states that the Agency establishes anoverall goal of 30% of total contract expenditures for MWBE participation, brokwn down as 15% for minority-owned business enterprises ("MBEs") and 15% for women-owned business enterprises ("WBEs"). Does this have to be broken down into MBE and WBE participation or can we partner with an MWBE for 30% of the proposed contract value?	The Agency may consider a Proposer's partnership with an MBE or WBE or MWBE for 30% of total expenditures under the awarded contract as meeting the Agency's overall 30 % MWBE participation goal.	1
8	Administrative	Page 184 under section Attachment 10, says that the cover letter cannot exceed 2 pages but page 31 under section 11.1, it says that the cover letter must not exceed 3 pages. Please let us know if the cover letter can have a max of 2 or 3 pages?	The Cover Letter may be up to 3 pages as noted in the Amendment 5 of the RFP on the Agency's Procurement Opportunities webpage.	1
9	Administrative	The proposer details, proposer contact details, organization structure, MWBE, SDVOB status are mentioned in the cover letter and the technical proposal. Considering that the technical proposal cannot be more than 30 pages, can we refer to this information within the cover letter?	Yes.	1

ID	Topic	Questions	Answers	Posted Round
10	Administrative	If the call center organization (management, servers, etc) is headquartered in New York, but the agents are physically based outside of the US, is that allowed?	The agents must be physically based in NY State.	1
11	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 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%).	1
12	Administrative	Due to the complexity of this project would it be possible to get a one-month extension to the due date of the proposal?	The submission of proposals date is extended to January 31, 2023, 12pm, EST. This will be the final extention granted by HFA.	1
13	Administrative	Page 31-11.1 Tab 1 h) The MWBE "Request for Waiver" form (hyperlinked from HCR's Standard Clauses and Requirements for Solicitations. Can you provide the correct link to this "Request for Waiver" form?	The Request for Waiver, PROC-3 form may be downloaded at the following address: https://hcr.ny.gov/system/files/documents/2019/02/mwbewaiverform.pdf	1
14	Administrative	Attachment 7 Table 8: Please clarify the term of the initial operation contract. Is it five years followed by a five-year optional extension OR is it ten years followed by a five-year optional extension	Any possible extention to the contract would be subject to approval by HFA's Board of Directors.	1
15	Administrative	Is a vendor that is both a Woman and a Minority owned organization certified by NYS able to meet the 30% MWBE goal ?	A single MWBE can meet the overall MWBE particpation goal.	1
16	Administrative	What is the likelihood that you will push out the deadline of the RFP?	The submission of proposals date is extended to January 31, 2023, 12pm, EST. This will be the final extention granted by HFA.	1
17	Administrative/Program	Can we request a 1 or 2- week extension for the response to give us adequate tie to partner with companies to meet all the proposal requirements?	The submission of proposals date is extended to January 31, 2023, 12pm, EST. This will be the final extention granted by HFA.	1
18	Administrative /Program	Minimum Qualifications/Contents of Proposals: The Minimum Qualifications states that the Proposer must provide details of at least three current or recent (within the last five years) engagements that involve the implementation and maintenance of a technology solution delivering end-to-end systems developments or COTS implementation on project... Detailing the direct correlation to the size and scope of the Solution for the requested amount of projects within the 30-page limit could take up a significant amount of space from the technical approach of the proposal. Would the Agency consider excluding relevant experience as part of the 30-page limit and include it as a separate section?	No.	1
19	Administrative	Does the HCR leadership work out of the Albany, Queens, Buffalo, Syracuse or the Manhattan office? This will help inform our travel budgets. Similarly, where are the asset managers based?	Department heads offices are located in NYC and Albany.	1

ID	Topic	Questions	Answers	Posted Round
20	Product	What cadence does HCR staff need to verify and update listings? What is the trigger for this? Is this just when owners submit the listing or is there any other reason HCR staff would need to verify/update the listings?	HFA must verify and approve new lottery project listings to ensure accurate application deadline date, unit type and counts, income bands and rents.	1
21	Product	What is the difference between creating a lottery and running it? Does "creating a lottery" simply mean that only HCR staff are allowed to authorize the running of a lottery?	Creating it would mean to post the project details as it pertains to application deadline date, address(es), unit types income bands and rents and open it for accepting applications. Running a lottery would pertain to after closing the application period and randomizing the applications in log number order. HCR would need to only authorize the posting, the system should only allow the owner/agent to run the lottery after all paper applications have been received and entered into the system, no earlier then 2 weeks after deadline date.	1
22	Product	How does the relationship between HCR staff and owners work in regards to deciding which applicants are ineligible? What is the trigger for re-adding eligible applicants back to the waitlist, as reference on page 42?	If an applicant appeals to HCR and they are found to be eligible, HCR must be able to alert the owner agent to reinstate the processing of their application.	1
23	Product	Confirming that owners send HCR ineligible applicants for review? What format is this in? Is Excel acceptable?	Yes.	1
23	Call Center	Does HCR need call center services prior to go-live? Assuming no, but wanted to double check.	No.	1
24	Product	On the lottery function- will a random number generator be integrated into the platform that can process a set of number of records for wach lottery work- or is there a preferred methodology?	A random number generator would suffice, we do not have a preferred methodology, HFA expects the Vendor to outline this on their Proposal.	1
25	Product	Would the state be amenable to our inclusion of call screeners from the Hochul administration jail-to-jobs program? (https://www.governor.ny.gov/news/governor-hochul-announces-jails-jobs-new-initiative-improve-re-entry-workforce-and-reduce).	Yes.	1
26	Product	Does NY state want is to hire call center staff (create jobs) or leverage a 1099 (contract workforce) for the call center segment of the proposal?	HFA will not be supplying staff.	1
27	Product	What kind of human touch recording is desired by the state across record intake, submission, processing, and award cycles?	HFA does not have a preference. HFA expects the Vendor to outline this on their Proposal.	1
28	Product	What are the total number of the current landlord(s) and properties within the existing platform- and are there any growth projections for system operations over the next 5 years?	HCR supervises around 2,341 current projects with 187,319 affordable units with an estimate of 10,000 individual owner representative accounts(please note, this number may represent inactive accounts) listing units on current website. We expect to add around 75 projects with lotteries per year.	1
29	Requirements	Is hosting to be billed alongside or separate from the call center operations fees?	Separate.	1

ID	Topic	Questions	Answers	Posted Round
30	Requirements	From the High-level Requirements Document: Information Technology Solution for Housing Lottery and Waitlist FR 23 The renter portal- "If a renter does not want to create an account, they can continue as renter without an account". What are the expectations on how the experience will differ between the Renter Portal where a user is logged in (renter with an account) and an anonymous renter (renter without account)?	We expect the applicant with and without an account to get a confirmation email and an "application ID number (different from a log number). The difference between an applicant with and without an account is that the applicant with an account will have a user profile set with household, income and other application specifics already saved so the can apply to a project without having to manually enter their application details every time they apply as a used without an account would have to.	1
31	Requirements	FR 68 The solution must generate a project 1-pager with relevant information on listings including: Is this information by month, quarter, or on demand?	This is when a new lottery listing is created, the one pager will be for HCR staff to approve the project and it should also serve as a print ad for the project to use.	1
32	Requirements	FR 73 The website must allow users to share information from the waitlist interface. What kind of information?	FR 79. The Website must include a waitlist interface which contains the following information: -names of properties with open waitlists and waitlist capacity -waitlists opening soon -waitlists by borough and county -section for the program type the waitlist corresponds to e.g. multi family, senior, special needs, 80/20, other.	1
33	Requirements	NR279: Link is broken, can you provide a new URL?	https://its.ny.gov/system/files/documents/2022/10/nys-p08-003_domain_names_for_state_government.pdf	1
34	Requirements	NR279.2: Link is broken, can you provide a new URL?	https://its.ny.gov/system/files/documents/2022/10/nys-p08-003_domain_names_for_state_government.pdf	1
35	Requirements	NR313.16: Link to Remote Access is broken, can you provide a new URL?	https://its.ny.gov/system/files/documents/2022/10/nys-s14-010_remote_access.pdf	1
36	Requirements	NR303: Link is broken, can you provide a new URL?	https://its.ny.gov/system/files/documents/2022/10/nys_g04_001_electronic_signatures_and_records_act_esra.pdf	1
37	Program	Website and Support Call Center Features-Support Call Center 10.1.1-4: On page 18 of the RFP , under "Support Call Center", the agency states that the support call center will review and approve new Owner/Managing agent listings. Should the responding vendor make the assumption that NYS DHCR will be the final decision maker(s) on approvals, and that the support staff will only review new Owner/Managing Agent listings for compliance purposes?	HFA will give a list of all owners and managing agent companies currently in our portfolio, which will be able to list available units and take down their listings as they see fit for projects that are not running a lottery. These same owners and managing agents will be able to create new projects that will be running a lottery, this new project set up would have to be approved by HCR staff for listing accuracy.	1
38	Requirements	FR 103 The Website must provide AI chatbot assistance to users. Is there any example of this AI chatbot or can you define further? WE need to understand the expectation behind this request.	The AI Chabot will provide basic automated Q&A assistance and reroute further requests to the call center.	1
39	Requirements	FR 137 The Website must have an "apply now" button under each listing to allow Renters to apply directly to listings. What is the system behavior and/or expectations after the user clicks on the "apply now" button?	They would fill out an application answering detailed questions about their household composition, income etc., then click submit application. After that they should receive an email confirming that the application was submitted with an "application ID number" (different from a log number).	1
40	Requirements	Requirement FR10: What 12 non-English languages are you required to support? Will translated content be provided by HFA? It not, is an automated tol, such as Google Translate, acceptable?	Currently there are 12 languages outlined in SECTION 202-A, the inclusion and exclusion of these mandatory languages may change in time. Currently the 12 languages the legislation outlines are: Arabic, Bengali, Chinese, French, Haitian-Creole, Italian, Korean, Polish, Russian, Spanish, Urdu, Yiddish. The vendor may use an automated translation service, although the preference is for Smartling or another more accurate translation service over Google translate, if possible.	1

ID	Topic	Questions	Answers	Posted Round
41	Requirements	Requirement FR99: Who is responsible for taining video production?	The Vendor.	1
42	Requirements	Requirement FR100: Who is responsible for training materials production?	The Vendor.	1
43	Requirements	Requirement FR103: Who is responsible for training the AI chatbot?	The Vendor. The AI chatbox would be a simple Q&A automated assistance that leads to either link references or refers to call center if desired responses are not met.	1
44	Requirements	Requirement FR 113: Please expand on the requirements for integration with Yardi, MRI, real page. What functionality is expected?	HFA rates this feature a "low" (2) priority on the Requirements Matrix. HFA requests that the Vendor outlines their ability or inability to provide this along with all other services and features outlined on the Requirements Matrix in their Solution.	1
45	Requirements	Attachment 3a: Deliverables Matrix: For which of the potential training audiences listed on Table 3 Future NYS Housing Portal System Users on page 20 of the RFP document will dedicated training efforts be desirable?	For internal HCR staff, external managing agents and owners and the public users, with and without an account.	1
46	Requirements	Attachment 3a: Deliverables Matrix: For any potential training for HFA staff, does the agency have preferred training modalities? (in-person, computer-based, virtual webinar, etc.)?	Vendor should outline all possibilities and cost associated with each. HFA does not have a preference.	1
47	Requirements	Attachment 3a: Deliverables Matrix: For any potential training for HFA staff, does the agency have an LMS that training content should be implemented within?	HFA does have an LMS training system, however this Solution training is not required to be incorporated on this LMS.	1
48	Requirements	Requirements Matrix Field FR100: Please provide a description of the desired complexity of tutorial videos to be hosted on the website (simple screen recording vs. fully-scripted scenarios, etc.)	Simple screen recording is sufficient, however we are leaving it to the Vendor to include details on their Proposal.	1
49	Product	For our call center representatives- are there EEO/LGBTQ+/Socioeconomic benchmarks to achieve for the hiring of call center reps?	No, there are workforce hiring benchmarks to achieve for this engagement.	1
50	Administrative	Would the HFA grant a three week extension to ensure we all submit the most comprehensive response that will benefit the Agency as well?	The submission of proposals date is extended to January 31, 2023, 12pm, EST. This will be the final extention granted by HFA.	1
51	Requirements	Do we have to consider project execution model -complete onsite/offshore/hybrid model?	State data needs to remain within the Continental US (CONUS); as such, it cannot be offshored.	1

ID	Topic	Questions	Answers	Posted Round
52	Product	Is there a state minimum skill requirement guideline we need to satisfy for call center employees?	The State does not have a minimum skill requirement. Please note, our current Vendor has representatives trained on housing matters (e.g. national housing programs like Section 8 and Veterans Affairs Supportive Housing). Current Vendor's associates must complete several interviews to be considered for this program. They hire based on specific attributes that support a great customer experience, as well as the ability to absorb the plethora of information contained in the training that is provided. They must exemplify a caring and empathetic disposition when working with others and have the ability to communicate on another's level. Length of training is more than 30 days, with tests graded a minimum of once a week. They also take a cumulative test and must achieve at least a 90% grade to successfully work on the program. Other examples: 1.https://statejobs.ny.gov/public/vacancyDetailsView.cfm?id=111808 (NYS) 2.https://ocfs.ny.gov/main/employment/info-callcenter-rep1.php (NYS) 3.https://www.nyc.gov/assets/dcas/downloads/pdf/noes/20233008000.pdf (NYC)	1
53	Requirements	What degree of customization flexibility is desired for the COTS management solution?	To the extent possible, we would like the solution to be flexible enough to meet future changes, enhancements, etc. with configuration. It is unclear at this point as to how feasible that is.	1
54	Requirements	What sort of post-lottery award auditing and compliance need to be in place for a successful bid?	See the reporting section on the business requirements matrix.	1
55	Product	On calls- what is the preferred storage method, and retrieval method, and how long should call voice audio to be stored (years)?	HFA does not have a preferred storage and retrieval method. At the present time call recordings are stored for 3 years, all inbound call recordings are stored in the cloud upon call completion. Please note, the Proposer must provide a Support Call Center Service Level Agreement (SLA) to capture call metrics such as Average Speed of Answer (ASA), average handle times, percentage of inbound and outbound calls, abandon rate, etc., for review and approval by HFA.	1
56	Product	For the call center- is the expectation that we set up a daughter company for call center operations, also: 1. What is the expected handle time? 2. Is there a hold vs. call back scheduling system requirement? 3. Does the state mandate a centralized call center for the RFP- or can we utilize a distributed virtual workforce? 4. What is the preferred county to hire and house the call center reps? 5. Is there a handle turnover time requirement for switching from English to one of the 12 supported languages?	There is no expectation - it is left to the vendor's discretion as long as the call center and workforce are located in NYS. 1) Current Average handle time = 6:43 for inbound housing calls and 5:56 for inbound property provider calls. 2) Give us both options and each option individually and the cost for the three versions. 3) A virtual workforce may be utilized as long as the workforce is located in NYS. 4) There is no preference for county, so long as it is NYS. 5) We do not have a record of this, our current Vendor requests a caller to dial 1 for Spanish, 2 for English, all other languages are handled via a language line provider the current Vendor is in association with. HCR expects Vendor to propose handling time in their Proposal.	1
57	Program	What is your hold time, average speed of answer, and #s of calls dropped? This will help us ensure we are choosing a subcontractor that is doing as good as or better than your existing team.	Current vendors Average hold time is 7:41 minutes, average speed of answer is 7:13 minutes for inbound housing calls and 10:26 minutes for inbound property provider calls, calls dropped is less than 1%, or less than 7 for the year.	1

ID	Topic	Questions	Answers	Posted Round
58	Program	How many calls are from other languages? Can you provide the split of how many Spanish calls, vs other languages are calls on a monthly basis? Can you provide the data on the last 12 months?	We currently only have data for Spanish for August-November 2022. August: 91 out of 848 calls, September: 81 out of 784 calls, October: 112 out of 861 calls, November: 83 out of 696 calls, all other languages represent a small percentage of calls with approximately 10-15 calls over the last 6 months. Our current vendor has the ability to respond to over 130 languages through the a language line provider.	1
59	Product	On DB- what is the expectation for database storage, data archival, and retrieval access for current, closed, and archival housing issuances and lotteries?	This has not currently been considered. The annual volume is very small.	1
60	Requirements	FR 22.2 Residential address Renter: why request a residential address?	It is part of the application process. All applications request a residential address, the applicant can however choose to leave it blank, put in their mailing address or their shelter address or confirm they do not currently have a stable address.	1
61	Product	FR 27 The website must allow the Administrator to manage all notification templates. Does the Administrator want to manage the automated email content?	Both HCR staff and Vendor staff will be able to manage automated email content.	1
62	Product	FR 50 the Website must allow Owners/Managing Agents to adjust privacy settings at any time. What options are needed in the privacy settings?	They must be able to make a project "open to accept applications" or "not open to accept applications" meaning remove the listing from the website as units become unavailable or they have a large waiting list in place.	1
63	Administrative	On page 64, it asks for 5 years of data migration and 10 years of data experience for the Lead UX/UI designer. However, UX and UI Designers usually do not lead data migration or manage data. Was this qualification miscategorized for this role? That qualification seemed to be duplicated for the Data Migration Lead (which makes more sense). I would expect experience with Human Computer Interaction and user testing to be the focus for the UX/UI role.	This was a mis categorization in the Lead UX/UI Designer qualifications. The Lead UX/UI Designer does not need data migration experience.	1
64	Requirements	Will we need to inegrate with a State level PMO organization for updating/reporting/management- or is that to be defined by the vendor?	Attachment 4, page 2 stipulates how key roles within each PMO will work together.	1
65	Requirements	Is there additional state-level compliance and oversight that we need to evaluate for compliance?	All state-level compliance are captured in the non-functional requirements section with approval from ITS.	1
66	Program	What is the average call time for the existing call center?	Current average call (talk) time = 6:23 (6 minutes & 23 seconds) for inbound housing calls and 5:34 for inbound property provider calls.	1
67	Requirements	FR 59 The Website must allow users with accounts to reset their password based on ITS standards. Can you provide more information on ITS standards regarding resetting passwords?	We will be leveraging the ITS authentication common service, which includes password reset functionality.	1
68	Requirements	FR 65 The Website must allow the Administrator to manage all configurations in the solution. Can you further define these configurations for Administrators?	What aspects of the solution that are configurable is unknown at this point. That will largely depend on the solution proposed by the vendor.	1
69	Product	Is it expected that this system will support financial transactions?	No.	1
70	Program	Has the Agency seen a solution in advance of the RFP release?	No	1
71	Requirements	What is the format of existing Application data to be migrated?	Data to be migrated resides in a database. We can work together to define the format for migration.	1

ID	Topic	Questions	Answers	Posted Round
72	Requirements	Which database can we use for a website	We are looking for the vendor to recommend.	1
73	Requirements	How many deployment environments bidder should consider? Ex. Dev, Test, Production?	Yes, there should be, at a minimum, dev, test and production environments.	1
74	Product	Any preferences for Testing framework to be used?	No	1
75	Requirements	NR325: Can you provide specifics to this requirement? such as; Is this integration for data backup purposes?, How often should the data be integrated to the data warehouse? Does the agency have a preferred middleware technology? What format is required of the data to be stored in the data warehouse?	This is not related for data backup purposes, it is related to the Data Warehouse (DW) that will be used for reporting. Data can be consumed by the DW on a nightly or weekly basis - the timeframe really depends on the reporting requirements of the agency. MS SQL Server is the backend for the DW and SSIS is used for data integrations. Typically a text/CSV file is all that is needed and that will be transferred via SFTP or similar technology to transfer the data to the DW. From there it will then be transformed and loaded in the DW.	1
76	Requirements	Existing reporting, analytics and /or dataware housing solution to be used or bidder has to propose as per business requirement?	Existing reporting and analytics will not be used and should be proposed. The proposal must incorporate a plan to export the data to an existing SQL Server data warehouse on NYS ITS infrastructure.	1
77	Requirements	Which technology should bidder use for new website development? Any preferred technology language or platform?	No preference, it's up to the vendor to build, support, and maintain.	1
78	Requirements	Existing project management, bug tracking solution to be used or bidder has to propose as per business requirement?	Bidder has to propose as part of their business requirements.	1
79	Data Migration	Will data that is migrated come in as "pre-approved" or does HCR need to re-approve those projects and listings?	HCR needs to reapprove in the sense of cleaning up and adding data to these projects and listings.	1
80	Product	In an effort to help cost manage and minimize change requests- what degree of customizable COTS software is acceptable and is the State preferable to a more structured platform like Yardibreeze or more flexible/customizable like Microsoft Dynamics?	Our goal is to implement a solution that meets the business requirements and is capable of supporting future growth, changes, enhancements, etc. We are looking for your recommendations and the pros and cons of your recommendations as part of the RFP response/ review.	1
81	Requirements	What is the expectation by the state for progress, and status reporting acorss the implementation phase of the project- as well as any understood issue escalation/remediation protocols for issues or system change requests, as they arise?	See attachment 3A	1
82	Requirements	Can we receive a summary of any and all compliance and reporting for third parties, external agencies, or the state Ags office- to ensure compliance with fair housing standards and guidelines?	The types of compliance reporting that the tool will have to be able to run include, but is not limited to, the following: Date of lottery, date the listing went live, number of applicants, demographics (optional for the applicant), any approved preferences that the applicant is eligible for which varies by applicant, if the project checks criminal history background, which applicants have a hit on their criminal background, whether they were rejected based on that and the specific reason, whether the project checks credit history and/or credit score and whether they were rejected based on that and the specific reason, other rejection reasons, number of people on the waiting list. For the call center, they reports should include information like reasons Renters call, complaints received , type of complaints received, how complaints were resolved. Current fair housing standards for the advertisement and other processes in application can be found in the Affirmative Fair Housing Marketing Long Form found here: https://hcr.ny.gov/afhmp-fillable-long-form	1

ID	Topic	Questions	Answers	Posted Round
83	Requirements	How is it expected that the system should update workflow criteria or standards, in the case of changes to state EEO or related legislation?	To the extent possible, changes should be able to be supported through configuration.	1
84	Product	Solutions Users 10.1.2: Please provide the estimated number of users for each of the personas in Table 3?	HCR is unable to accurately predict exact number of users for each user listed in Table 3, but will provide approximate estimates based on current staff and usage data. HCR staff estimate 25-50 accounts, administrative accounts estimate 5-7 accounts, owner representative individual accounts estimate 10,000 (please note, this number may represent inactive accounts), public estimate 53,000-75,000 views per month, based on current monthly usage of approximately 53,258 per month.	1
85	Requirements	Hosting 10.4.1.3: Is FedRamp a requirement and if so, what level?	FedRAMP is not required by policy.	1
86	Requirements	Any preferences for project delivery model? Waterfall, Agile etc.	HCR prefers a team approach, we ask that the vendor propose their project methodology and be prepared to explain.	1
87	Product	Which platform/technology is used for following Website and Support Call Center Featuresand Public Portal 1. Posting and Searching 2. Online Application Submittal 3. Lottery and Waitlist Management 4. Support Call Center	HCR is looking for the vendor to recommend.	1
88	Requirements	Attachment 2: NYS is asking for a COTS solution – have you considered WordPress or some similar vendor?	To the extent COTS solutions do not satisfy the requirements, we will consider low code / no code solutions. We do not think of WordPress as a low code / no code solution in this regard	1
89	Requirements	Attachment 2: What languages are currently being used for website design and reasonable accomodation language,	The vendor decides which website design language to use.	1
90	Requirements	Attachment 2: What is the process to update with back end for manually submitted applications?	Owner accounts should have a feature to manually input paper applications and get a distinct application ID for each submission, please refer to FR 160, 161 and 162 on business requirments matrix.	1
91	Requirements	Attachment 2: For what period of time must the solution allow all users to reactivate their accounts if their accounts have been dormant and/or they are unable to access them based on ITS standards.?	Accounts must be disabled after a set period of inactivity (based on identity level), but there's no listed time for deletion of disabled accounts, especially for external users. As such, users should be able to reactivate their accounts as needed.	1
92	Requirements	If a COTS solution is a baseline, could the Agency tell us what functionally the solution covers and where there would be a need to create as add ons?	We have not investigated COTS solutions.	1
93	Requirements	What periodicity of storage of human touch data is desired by the state post-lottery award cycle for each lottery- and are there variegated requirements by the size of the lottery or city/county?	The Agency does not understand the question.	1
94	Product	Please confirm whether NYC will be procuring hosted environment at GovCloud or bidder has to procure and host?	Per the RFP, HFA seeks proposals from qualified vendors ("Proposers") for the provision of a COTS solution that includes the hosting and operating of a website that is comprised of a housing locator listing service, online applications, lottery, waitlist management and Support Call Center ("Solution" or "Project").	1
95	Requirements	Usability 10.4.1.7: Does the agency have an existing or preferred relationship with an electronic signature provider with which you would like to leverage?	The Agency prefers Adobe for electronic signatures.	1