NEW YORK STATE OF OPPORTUNITY. | Homes and Community Renewal

Kathy Hochul, Governor RuthAnne Visnauskas, Commissioner/CEO

Request for Information for Human Resources Application Tracker

Request for Information Issuance Date: **October 23, 2025**

Response Submission Deadline: ~~**November 14, 2025, 12PM, EST**~~ ~~**November 19, 2025, 12PM, EST**~~ ~~**December 212, 2025, 12PM, EST**~~ **December 29, 2025, 12PM, EST**

HOUSING TRUST FUND CORPORATION

641 Lexington Avenue | New York, NY 10022

www.hcr.ny.gov

RFI Submission Coversheet

Attach this form to the top of your submission.

DATE: _____

GENERAL INFORMATION ON FIRM:

Legal Name of Firm:

_____

Mailing Address:

_____

Website:

_____

Main Telephone Number (including area code):

_____

Federal Tax ID Number:

_____

SEC Registration Number (if applicable):

_____

MBE Registration Number (if applicable):

_____

WBE Registration Number (if applicable):

_____

MWBE Registration Number (if applicable):

_____

SDVOB Registration Number (if applicable):

_____

Is your Firm a Small Business Concern? ____ Yes ____ No

"**Small Business Concern**" means a business which is a resident in the State of New York, independently owned and operated, not dominant in its field and employs one hundred or less persons.

MAIN CONTACT INFORMATION FOR THIS SUBMISSION:

Please list the individual that will be the main contact *regarding this RFI submission*:

Contact Name:

_____

Contact Telephone Number (including area code):

_____

Contact E-mail Address:

_____

Contact Facsimile Number (including area code):

HOUSING TRUST FUND CORPORATION

REQUEST FOR INFORMATION
FOR
HUMAN RESOURCES APPLICATION TRACKER

NOTE: THIS IS A REQUEST FOR INFORMATION AND NOT A SOLICITATION FOR THE PROCUREMENT OF GOODS AND/OR SERVICES.

THE HOUSING TRUST FUND CORPORATION RESERVES THE RIGHT TO USE INFORMATION RESULTING FROM THIS REQUEST FOR INFORMATION PROCESS TO DEVELOP A FUTURE SOLICITATION.

1 INTRODUCTION

New York State Homes and Community Renewal ("**HCR**") consists of all the major housing and community renewal agencies of the State of New York ("**State**") including the Housing Trust Fund Corporation ("**HTFC**" or "**Agency**"). HCR includes other agencies not involved in this request for information ("**RFI**") process.

2 OBJECTIVE AND PURPOSE

The purpose of this RFI is to gain knowledge from qualified firms or individuals ("**Respondents**") regarding the full range of potential options and strategies currently available in the marketplace for the provision of an Applicant Tracking System ("**ATS**" or the "**Project**") to replace the two ATSs currently being utilized.

HTFC is searching for an ATS to resolve several issues and overcome the limited capabilities of the two ATSs currently in place. HTFC's Office of Human Resources Management seeks to identify a new software to streamline and enhance its recruiting and onboarding practices. Due to the complexity of the Agency's structure HTFC and its sister agencies (i.e., State of New York Mortgage Agency, New York State Housing Finance Agency and New York State Affordable Housing Corporation) are currently using two separate licenses of an Applicant Tracking System provided by Automatic Data Processing, Inc. ("**ADP**"). HTFC requires one system that allows the transfer of new hire information and onboarding paperwork into each separate ADP license, depending on payroll.

The Agency may request to meet with Respondents following the RFI submission deadline, indicated in the Calendar of Events and Milestones section of this RFI, to request clarifications and/or to seek a demonstration of products available. Responses will be used to gauge the level of interest in the Project described herein and may be used in the development of a future Solicitation, at the Agency's discretion.

Respondents to this RFI will not be precluded from responding to any future request for proposal ("**RFP**") process and will not be given any additional consideration from vendors who have not submitted a response to this RFI. Contact information received from parties interested in this RFI will be retained to inform said interested parties regarding any information in connection with a potential future RFP process. All materials submitted in response to this RFI shall become the property of the Agency.

The Agency will not be liable for any costs incurred by any Respondent in connection with the preparation and submittal of any written response or for participation in a demonstration in response to this RFI. RFI Submissions are subject to disclosure under the Public Officers Law Section 87 (Freedom of Information Law Act).

Since this RFI is not a procurement, the restricted period under State Finance Law Sections 139j and 139k (the Procurement Lobbying Law) is not applicable. However, any future Solicitation process resulting from this RFI process will be subject to all applicable Agency requirements. Participation in this RFI process, or any communication with State or HCR Staff involved in this RFI, will in no way constitute a commitment by the Agency to award a future contract.

3 OVERVIEW OF EACH AGENCY

HTFC was established as a subsidiary public benefit corporation of the New York State Housing Finance Agency. The mission of HTFC is to further community development through the construction, development, revitalization and preservation of low-income housing, the development and preservation of businesses, the creation of job opportunities, and the development of public infrastructures and facilities.

More detailed information relating to HTFC and its respective programs may be found at the Agency's website https://hcr.ny.gov/, hyperlinked herein.

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4 CALENDAR OF EVENTS AND MILESTONES

The RFI timeline is indicated in the table below.

Event	Date
Issuance of RFI	October 23, 2025
Question Submission Deadline	October 30, 2025, 12:00 PM, Eastern Daylight Time ("**EDT**")
HCR Responses to Questions	~~November 6, 2025~~ ~~November 12, 2025~~ ~~December 05, 2025~~ **December 18, 2025**
RFI Response Submission Deadline	~~**November 14, 2025, 12:00 PM, Eastern Standard Time ("EST")**~~ ~~**November 19, 2025, 12:00 PM, Eastern Standard Time ("EST")**~~ ~~**December12, 2025, 12:00 PM, Eastern Standard Time ("EST")**~~ **December 29, 2025, 12:00 PM, Eastern Standard Time ("EST")**
Interviews/Demonstrations (To be held at the discretion of the Agency)	To be determined

Respondents submitting a response to this RFI may be invited for an interview and/or to provide a demonstration of their solution to Agency staff. As this RFI is not a Solicitation, demonstrations are not scored but rather are used to gather a general understanding of capabilities and functionality of solutions in the industry.

The Agency reserves the right to modify this schedule at its discretion. Notification of changes in connection with this RFI will be made available to all interested parties via the Agency's web site at https://hcr.ny.gov/procurement-opportunities. It is the responsibility of the Respondent to check the website regularly for notifications relating to this RFI.

5 ADDITIONAL INFORMATION AND FOLLOW-UP

Any questions or requests for clarification regarding this RFI must be submitted via email to contractunitinfo@hcr.ny.gov citing the RFI page and section, no later than the Question Submission Deadline indicated in the Calendar of Events and Milestones section in this RFI. The "Subject" line of the email should indicate "Questions - Human Resources Application Tracker"

The Agency also reserves the right to modify this RFI at any time, as necessary. Therefore, prospective RFI Respondents are strongly encouraged to check the Agency's web site regularly at https://hcr.ny.gov/procurement-opportunities for updates throughout the RFI period.

6 PROJECT CONTEXT

This section describes the current state of the existing ATS and the proposed future state of a new ATS based on HTFC's goal and business requirements.

6.1 CURRENT STATE

HCR currently uses two separate ATSs for recruiting, both are systems offered by ADP. This operation creates several inefficiencies. Human Resource ("**HR**") Specialists tasked with recruiting have to login to two separate accounts and post a position depending on the Agency payroll of the new position. HCR cannot utilize a singular career site provided by the ATS. Instead, HCR staff have to manually upload and remove postings both to and from the Agency's website. Having two systems makes running reports nearly impossible. ADP does not automatically refresh job postings on job board sites and if a requisition stops receiving applications due to its age, HR Specialists are forced to close and reopen a requisition for the same position. This eliminates the ability to accurately track time-to-hire and time-to-fill.

ADP has limited interview scheduling capabilities. It does offer interview scheduling, but the Agency would have to pay more to use ADP's software.. ADP offers electronic onboarding, but the functionality is very limited and there is no way to review outstanding onboarding paperwork unless it has been completed. This creates an issue when applicants are having issues accessing a document or have a specific question.

HCR's current legacy system, ADP, is limited in functionality. ADP offers a "Talent Community" which applicants can sign up for, but it does not provide an effective means to add candidates to the Talent Community, nor does it offer an effective means to search and correspond with members of the Talent Community. HCR is seeking a robust Candidate Relationship Manager ("CRM") to grow and communicate with its talent pool.

ADP does not currently offer Diversity, Equity, and Inclusion ("DE&I") features. There is also no way to ensure HCR's job postings and the way the HR team distributes resumes are free from implicit bias. The current system creates an inefficient applicant experience.

The key functions performed by HCR HR staff include, but are not limited to:

1. Creating requisitions for job postings;
2. Manually updating the Agency's career site when postings are opened and closed;
3. Reviewing and distributing applicant resumes;
4. Scheduling interviews with candidates;
5. Reposting positions if applicant pool is exhausted and a candidate has not been identified;
6. Creating and sending appointment letters to selected candidates;
7. Sending onboarding paperwork to selected candidates; and
8. Creating new hire template in ADP for selected candidates.

6.2 FUTURE STATE

The solution to meet the needs of HR has not been identified. Information gathered from the RFI process is expected to inform HCR staff on the available options.

In the future, an ideal ATS would:

- streamline the applicant and user experience;
- provide an ATS that integrates with multiple ADP accounts, feeds new hire information into ADP and offers an onboarding platform that allows the creation of multiple onboarding packets where;
    - Applicants would be able to apply for positions by simply providing their resume and answering a few questions, but would not have to create an account;
    - HR Specialists would be able to email resumes to the hiring manager without having to download the resume first; and
    - the ATS would integrate with Microsoft Outlook and Teams, allowing HR Specialists to schedule interviews with candidates from within the software;
- have a client relationship management system that would allow HR Specialists to tab candidates for future positions that would allow for
    - HR Specialists to create email and SMS marketing campaigns to target tabbed candidates;
    - HR Specialists to have the ability to search for ideal candidates in the software by location, skills, and other keywords; and
    - the client relationship management system to have the ability for mass uploads of resumes, typically gathered at recruiting events;
- have a career site that integrates with HCR's website and automatically updates when a requisition is opened and closed; and
- have cutting-edge Diversity, Equity, and Inclusion ("DE&I") features and a robust reporting system.

6.2.1 INTEGRATION

The software must integrate with the software currently utilized by HCR including, but not limited to:

- Software that integrates with multiple ADP licenses to allow for the seamless flow of new hire information for multiple agencies.
- Integrate with free job boards and allow for the management of paid job postings with Indeed and LinkedIn.
- Integrate with Microsoft Outlook and Microsoft Teams.
- Integration with Cisco WebEx preferred but not required.

6.2.2 RECRUITING

The ATS must be able to perform both current functions and provide new features that will enhance HCR's recruiting strategies including, but not limited to, the following:

- Ability to organize candidates into various talent pools based on configurable parameters such as location, experience, education, etc.;
- Ability to search candidates by name, contact status, location, etc. and use Boolean search terms;
- Build multichannel recruitment marketing campaigns using email, SMS, web, and social media;
- Engage current talent pools and passive candidates through creation and scheduling of customized email campaigns;
- Ability to share and customize posts to social media including Facebook, X, and LinkedIn;
- Support Google Jobs Search optimization;
- Distribute job descriptions to hundreds of sites including industry-specific destinations;
- Ability to determine which job boards, social networks and Agency partners are most effective at bringing in high-quality candidates;
- Create branded career pages, event pages, candidate portals, and email templates without vendor support or coding;
- Career site optimized for desktop and mobile applications;
- Application process without account/profile creation;
- Describe the transition experience from a legacy career website to a new career site;
- Create text campaigns of scheduled and sequenced messages that can be sent to many candidates at once;
- Ability to take bulk action on candidates within the ATS as well as mass import of candidates;
- Send messages to candidates directly from the individual candidates' profile;

- Group candidates and save them for future use;
- Ability for hiring team to approve or reject requisition requests or candidates from the mobile app; and
- Allow candidates to set own criteria for automatic notifications of new positions.

6.2.3 INTERVIEW SCHEDULING

A new ATS must allow HR Specialists to schedule interviews for all parties. The ideal system would allow users to view hiring manager's availability in Outlook and send the availability to an applicant to schedule the interview.

The system must handle a variety of duties including, but not limited to:

- Ability to review an interview schedule in real time, including check in updates via the mobile app;
- Ability to schedule interviews from within the system;
- Interview scheduling that automates the matching in interview time based on Microsoft Outlook calendar availability;
- View multiple calendars at once and select more than one interviewer;
- Ability to select meeting rooms when booking an interview;
- Send calendar invites to interview participants; and
- Allow candidates to use a self-scheduling feature to select open interview slots.

6.2.4 INTERNAL RECRUITING

Having two separate ATSs does not allow for efficient internal recruiting. A new software should provide the following features:

- Dedicated hub for current employees to create talent profiles, explore new opportunities, and advance their careers;
- Allow users to proactively source internally by connecting internal talent to opportunities matched to their skills and experience;
- Identify flight risk employees and proactively notify them of relevant opportunities to improve retention;
- Insight into internal hiring results with dedicated talent mobility analytics; and
- Ability to set job alerts for internal-only job postings for employees.

6.2.5 ONBOARDING FEATURES

Electronic onboarding experiences have become imperative to HCR's onboarding and orientation process. A new system will need to have the features listed below.

- Create, house, edit, and send multiple offer letter templates from directly within the system.
- Transition candidates seamlessly from ATS to ADP.
- Provide an onboarding checklist of orientation tasks with due dates so that new hires track their progress.
- Send notifications when tasks are overdue to drive on-time completion.
- Provide a library of ready-to-use standard HR and government Agency compliance forms.
- Offer mobile-optimized new hire portals and workflows for personalized new hire experience.
- Onboarding forms that can be completed digitally, eliminating redundant date entry and filing.
- New hire information can be easily pushed to ADP.

6.2.6 DIVERSITY, EQUITY, AND INCLUSION FEATURES

HCR launched a 5-year Diversity, Equity, and Inclusion ("DE&I") plan in Spring 2021. To continue to drive our DE&I Efforts, the HR team will require certain features in a recruiting software. Those features should include, but are not limited to:

- AI tools that use data science and industry benchmarks with current DE&I best practices to deliver insight and suggestions on the sentiment and bias of job descriptions;
- Ability to select different types of identifiable information that can be redacted on a resume;
- Generate reporting on talent pool engagement by gender, ethnicity, and job category; and
- Automatically track and report on the diverse demographics of candidates and the effectiveness of DE&I initiatives.

6.2.7. REPORTING

Having two separate ATSs has created roadblocks for generating accurate reports. The HCR HR team would like to accurately track time-to-hire, time-to-fill, Return on Investment ("ROI") on paid job postings, the success of DE&I initiatives, etc. A new software should include the following features:

- Run analytics across all sourcing channels for more predictable hiring;
- Analyze response, participation, effectiveness, and other relevant factors;

- Pre-built interactive dashboards that show talent acquisition key performance indicators ("KPIs")on candidate experience, sourcing effectiveness, recruitment marketing performance, and hiring;
- Measure organic versus paid website traffic;
- Measure the sources of influences in talent attraction strategies;
- Create custom website analytics; and
- Export all reporting in PDF, PPT or Excel formats.

6.2.8 IMPLEMENTATION

- Dedicated implementation team.
- Implementation timeline, including kick-off, configuration, and go-live.
- Knowledge transfer from legacy ATS to new system.

6.2.9 CUSTOMER SUPPORT

- Post-implementation customer support.
- Dedicated Account Manager for HCR.
- Community discussion boards to share questions and answers with other customers and to submit feature suggestions.
- Live phone and chat support.
- Training for HCR for both new users and new functionality from product releases.
- On demand training webinars.
- Notifications of feature updates or product releases.

7 CONTENTS OF RFI SUBMISSION

A complete response includes a fully completed RFI Submission Coversheet, Cover Letter and RFI Submission Narrative that is responsive to the items listed in Section 6 of this RFI. The Respondent's response should not exceed 15 pages (excluding the RFI Submission Coversheet and Cover Letter).

To gain a more thorough understanding of options available in the marketplace for the provision of a **Human Resources Application Tracker**, Respondents are requested to provide the Agency with the following information:

1. What types of products already exist and are currently in use in the marketplace to meet the Agency's needs as described in Section 6 of this RFI?

2. What information, requirements and criteria should the Agency consider in its review of various software solutions? Please be as specific as possible.

3. What products would best meet the Agency's needs as described in Section 6 of this RFI? Why? How were these products developed? Describe the database and platform for each product. Include ongoing related services for each product, if any. Describe benefits and downfalls of each product.

4. Describe the core functionalities of the Applicant ATS solutions offered. This should include features for managing the entire recruitment process, from job posting and application intake to interview scheduling and candidate selection, in addition to answering the following questions:

    - How customizable is the ATS?
    - Can it be tailored to our specific needs and workflows?
    - Are there pre-built integrations with our existing HRIS human resources information system ("HRIS") or other systems?
    - What is the typical timeframe for implementing the ATS solution including details on data migration from any existing systems?
    - What are your data security protocols?
    - How is applicant data protected throughout the recruitment process?
    - Is the solution compliant with relevant data privacy regulations?
    - How does the ATS allow us to generate reports and track recruitment metrics?
    - Can we create custom reports based on our specific needs?
    - Is the ATS user-friendly for both hiring managers and applicants?
    - Can you provide a demo of the system's interface?
    - Does the ATS offer mobile functionality for both administrators and applicants to access the system on the go?
    - What training and support resources do you offer to help our team get up and running with your ATS effectively?
    - Is ongoing technical support included?
    - Can your ATS solution scale to meet our growing hiring needs?
    - If so, how does this impact the cost structure?

5. Provide any best practices or innovative techniques in the industry that may be useful in achieving the outcomes listed in this RFI.

6. What types of fees are typical for platform and services? Please outline the cost structure for the ATS solution. For example, are there any user fees or fees for maintenance, licensing fees or any subscriptions costs? Are the fees monthly, quarterly, yearly, etc.? Please include a list of all supplemental services associated with costs. Please note, we are

not requesting actual fees but rather a listing of the types of services that would incur fees and how the fees are structured.

7. Provide any other potential options and strategies that would be helpful to the Agency.

8 RFI SUBMISSION

Responses must be delivered by email no later than the RFI Submission Deadline and time indicated in the "Calendar of Events and Milestones" section of this RFI via electronic email to Nyhomes.proposal@hcr.ny.gov with the subject line of the email labeled "RFI –Human Resources Application Tracker." The Agency reserves the right to accept late responses at its sole discretion.

RFI Submissions must be submitted in searchable portable document format ("PDF") compatible with Adobe Reader XI. The Agency will not accept discs, flash drives, or FTP file references that require downloading information from the vendor's or a third party's website. If the file is large, it may be submitted in multiple email attachments, and labeled "1 of X", "2 of X", etc., and the last email as "X of X – Final." All submissions shall become the property of the Agency.

PLEASE NOTE: The Response to this RFI should not include costs or fees.

8.1 SUBMISSION COVERSHEET & COVER LETTER

A complete response includes a fully completed RFI Submission Coversheet, Cover Letter and RFI Submission Narrative that is responsive to the requirements in the aforementioned sections. The Respondent's cover letter should not exceed three (3) pages and will summarize your firm's demonstrated experience with projects of similar size and scope in relation to the Project Context specified in Section 6.