

# HOUSING TRUST FUND CORPORATION

## RFI for Human Resources Application Tracker - Issued 10/23/2025

### Questions and Answers Round 1 - Released as of 12/16/2025

Number	Questions	Answers	Posted Round
1	One initial question from my team is whether it is okay that our data is hosted outside of the US?	1) All Agency data must be segregated from other customer data. Agency data must not be made available outside the borders of the contiguous United States ("CONUS"), either physically, electronically, verbally, or in any other form or manner; AND 2) All resources must be physically located within the borders of the CONUS.	1
2	Please confirm if you use ADP Workforce now or a different ADP system?	Both ADP licenses used by HCR are ADP Workforce Now	1
3	Will there be an RFP process following the RFI? If so, will you see demonstrations before issuing the RFP?	A decision regarding the issuance of an RFP has not been determined; however, demonstrations may be requested as part of this RFI process.	1
4	Questions 1 and 3 in Section 7 ask respondents to recommend products/systems that meet your needs. As an ATS provider, we are only positioned to speak to our own offering. Are these questions intended for consultants who may propose various ATS products in the market? If so, please confirm that we should only respond to these on the basis of our own offering.	These questions are intended for the Agency to determine the available products in the marketplace. Respondents may reply with their own offering and/or with other offerings.	1
5	Section 7 states that "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)." Please clarify: Detailed comments against each requirement listed in Section 6 would go well beyond 15 pages. Please, therefore, confirm that you are only looking for high-level responses to the items listed in Section 6 (i.e. yes/no/partial + a brief comment where required)? Section 7 asks 7 questions, with Q.4. listing a further 16 sub-questions. Are the responses to these questions excluded from the 15 page limit referenced above?	The agency will accept submissions exceeding 15 pages if additional space is needed to provide complete information.	1
6	Please clarify if any of the requirements listed in Section 6 are mandatory / knock-out criteria?	Integration with multiple ADP licensees and DEI features are mandatory.	1
7	What format would you expect these responses? (i.e. would a checklist be acceptable?)	This question is unclear.	1

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<b>8</b>	Is this system to be used for recruitment for all of New York Homes & Community Renewal or solely for the Housing Trust Fund Corporation?	This system would be used for all of NYS Homes and Community Renewal.	1
<b>9</b>	What is the headcount and hiring volume of the area of the organization that intends to use the system?	HCR currently employs 1,029 employees and hires about 150-200 employees a year.	1
<b>10</b>	If the department greenlights a solicitation, what would be the estimated timeframe for procurement?	At this time, HFA is gathering information on software solutions. Hence, an estimated timeframe for procurement is undetermined.	1
<b>11</b>	Is there an RFI number associated with this service?	No, there is no RFI number.	1
<b>12</b>	Does the department also have an estimated contract value for this solicitation?	No.	1
<b>13</b>	Lastly, is there a current vendor providing this service? If so, could you please provide the current contract documents/information?	HCR currently utilizes the recruitment module of ADP Workforce Now.	1
<b>14</b>	What is your current headcount?	Current headcount for HCR is 1,029 employees.	1
<b>15</b>	How many hires are you planning to make in the next 12 months, including backfill? (An estimate is perfectly fine!)	Approximately 150-20 hires in the next year.	1
<b>16</b>	When would you want to have a new system in place?	We do not have a set deadline but as soon as possible.	1
<b>17</b>	The anticipated timeline for implementing an ATS, should you find the right solution	a maximum 3 month implementation period would be ideal.	1
<b>18</b>	Total Number of Full-Time Salaried Employees	1,028	1
<b>19</b>	Total Number of Full-Time Hourly Employees	0	1
<b>20</b>	Total Number of Part-Time or Contracted Employees	1 part time employee. Contracted employees will not need to be included in this system.	1
<b>21</b>	Ballpark figures on how many hires the Housing Trust Fund Corporation makes yearly.	Housing Trust Fund Corp makes about 30-40 hires a year but this system would be used for all HCR hires which ranges 150-250.	1
<b>22</b>	Anticipated date/deadline for your team to review the information received in the RFI process	The deadline has not yet been determined.	1
<b>23</b>	Could HCR elaborate on the specific compliance requirements and regulations that the new ATS must adhere to, beyond general data privacy, particularly concerning state and federal employment laws?	We must adhere to record retention policies which requires hiring records be kept for a minimum of 3 years. However, we would like to keep records for as long as feasibly possible.	1

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<b>24</b>	What is the estimated volume of historical applicant data (e.g., number of resumes, candidate profiles) that would require migration from the existing ADP systems?	We currently have 28,898 candidate profiles in both systems combined.	1
<b>25</b>	Are there specific metrics or KPIs that HCR’s Office of Human Resources Management prioritizes for DE&I reporting, and what level of granularity is expected from the AI bias detection tools?	Ideally, the new system would allow us to see how successful different recruitment sources are for various demographics.	1
<b>26</b>	Beyond Microsoft Outlook and Teams, are there any other internal HCR systems or databases (e.g., specific HRIS beyond ADP for existing employees, financial systems) that would require integration with the new ATS?	Integration with SAP 4/Hanna would be beneficial but not required.	1
<b>27</b>	Could HCR provide more detail on the desired level of customization for the career site, including specific branding guidelines, content management capabilities, and any unique features beyond standard job postings?	Standard job postings and branding using the agency logo and color scheme is required. Beyond that, we would be interested in hearing additional features available.	1
<b>28</b>	Could you please provide more context on the current use of the two ATS systems—specifically, how they are connected and how each supports your overall recruiting and onboarding process?	The two systems are not connected. One system supports Housing Trust Fund Corp recruiting and the other system supports recruiting for 3 other agencies. We would like to eliminate the need for two systems.	1
<b>29</b>	Could you clarify what is meant by “agency payroll of the new position”? Are you currently using a third-party agency platform or website to manage this process within the ATS ecosystem?	There are different payrolls within NYS Homes and Community Renewal. The ADP account used to post a position depends on which payroll hosts the position.	1
<b>30</b>	Could you please clarify whether the Agency is seeking information specifically on a SaaS-based Applicant Tracking System (ATS)?	Yes.	2
<b>31</b>	Could you please clarify if there are any vendor qualification requirements to respond to this RFI?	There are no qualification requirements.	1
<b>32</b>	Could you please confirm whether the Agency is seeking information on solutions that are already in use in the market?	Yes, we are seeking solutions already in use in the market.	1
<b>33</b>	Could you please confirm whether the Agency is seeking information on solutions that are currently being used within the responding vendor’s organization?	This is not a priority.	1
<b>34</b>	Could you please clarify whether the cost structure for the ATS solution should be included within the same RFI response document or submitted as a separate file?	Please include in the same RFI documents; however, as a reminder, the Agency is seeking a cost structure. No actual costs or fees should be included in the response.	1

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35	Could you please clarify whether the cost structure for the ATS solution should be submitted as a separate file?	See response to question #34.	1
36	Could you please confirm if there are any page limitations for the RFI response submission?	Please refer to the first paragraph in Section 7 of the RFI.	1
37	Could you please confirm if there is any preferred format or template for submitting the RFI response?	Please refer to the first paragraph in Section 7 of the RFI.	1
38	How granular is the segmentation required for the "tabbed candidates" talent pool? Specifically, can the current or proposed system segment based on passive candidate activity (e.g., website visits, email opens, event attendance), not just static criteria (e.g., location, skills)?	It would be ideal if the system can segment based on passive candidate activity as well as static criteria.	1
39	What is the current process for engaging "silver-medalist" candidates (qualified applicants who were not hired for a previous role) and how many passive candidates are in the talent pool that require long-term nurturing?	There is no current process because we do not have a system that can effectively do this.	1
40	The RFI asks for "email and SMS marketing campaigns". Does HCR need to track the ROI and conversion rate of specific content and campaign messages (e.g., which email subject line or message increased applications for a hard-to-fill role)?	Yes, tracking these features is required.	1
41	Is there a requirement to personalize communications at scale beyond just mail-merging a name, such as dynamically recommending job openings based on a candidate's engagement history (which is a core Marketing Cloud function)?	Not a requirement but that would be ideal.	1
42	Does the Agency require a dedicated system for creating, storing, and managing branded email templates and landing pages for recruitment events, career fair follow-ups, and talent community sign-ups? (This confirms the need for Marketing Cloud's content studio features).	Yes, this is a requirement.	1
43	To what extent does HCR need near real-time analytics? For example, if a job posting's application rate suddenly drops, does HR need to see that change reflected in an analytics dashboard within minutes/hours, or is a daily/weekly refresh sufficient? (Real-time data unification is a Data Cloud feature).	A daily refresh is sufficient.	1

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44	What is the desired accuracy for the time-to-hire and time-to-fill metrics across the two ADP licenses? Is a single, unified source of truth across the disparate agencies (HTFC and sister agencies) a mandatory requirement for compliance or auditing?	Ideally, those metrics would be able to be broken down by specific organization and HCR as a whole.	1
45	Can the Agency confirm the technical specifications and data models for the two separate ADP licenses? Is the integration expected to be a simple, one-way push of new hire data, or does it require a more complex bi-directional data synchronization to maintain employee records?	The integration requires a bi-directional data synchronization to maintain employee records.	1
46	What is the level of effort the Agency is willing to invest in maintaining point-to-point integrations (which is what you get without a Data Cloud layer)? (This highlights the benefit of a central platform managing all integrations).	It would depend on the functionality of the solution.	1
47	The RFI asks for reporting on "talent pool engagement by gender, ethnicity, and job category" and "the effectiveness of DE&I initiatives." Will this data be sourced solely from the new ATS application form, or will it require combining data from engagement campaigns (CRM/Marketing Cloud) and eventual new hire data (ADP)? (Combining data from all these sources necessitates a unified data layer).	This data will be sourced from the application, engagement campaigns, and new hire data.	1
48	How many distinct user roles will need access to the system (e.g., Recruiters, Hiring Managers, HR Administrators, Civil Service staff, IT Security, etc.)?	3- Recruiters, Hiring Managers, HR Admin.	1
49	How many concurrent users and total user accounts are expected in Year 1 and at full deployment?	We would like for possibility of all current employees having an account to an internal mobility function of the software. We currently have around 15 HR professionals that would need access.	1
50	Are there multiple agencies, divisions, or departments that will use the same instance? If so, will they require data partitioning or shared candidate pools?	Multiple agencies will have access but those agencies are under one umbrella. Data partitioning should take place in the sense that recruiters and hiring managers have access to their requisitions only but access can be given to leadership of all ongoing requisitions within their program.	1
51	What is the expected volume of annual job postings and applicants (to size storage, workflow rules, and performance)?	Expected volume is 150-200 job postings a year. Possibly 7500 applicants a year but this is a very rough estimate.	1

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52	What are the state's hosting preferences — on-premise, vendor-hosted cloud (SaaS), or state-managed IaaS (e.g., Azure Gov, AWS GovCloud, or a state data center)?	Vendor Hosted.	2
53	If cloud deployment is allowed, what security certifications (FedRAMP Moderate, SOC 2 Type II, CJIS, etc.) are required?	FedRAMP Moderate.	2
54	Are there any approved technology stacks or middleware standards mandated by the state IT agency?	No.	2
55	What single sign-on (SSO) or identity provider does the state use (e.g., Azure AD, Okta, Ping, ADFS)?	ADFS for internal use and proprietary Okta for external	2
56	Are there firewall or network segmentation constraints (e.g., internal-only access for HR staff)?	No.	2
57	What is the state's backup, disaster recovery, and data retention policy for HR systems?	To be discussed with potential vendors.	2
58	Will the state provide test environments or sandbox credentials for integration testing?	To be discussed with potential vendors.	2
59	Are there any legacy data migration requirements from a prior ATS or internal system?	Yes, candidate information from ADP ATS.	2
60	Does the state expect real-time synchronization or periodic data updates between systems?	To be discussed with potential vendors.	2
61	Does the solution need to comply with specific state privacy laws, public records acts, or EEO/ADA data handling standards?	Yes.	2
62	What are the user authentication and password policies (length, rotation, MFA, etc.)?	14 characters, updated yearly and MFA.	2
63	Are there requirements for encryption at rest and in transit, or for role-based access control (RBAC) definitions aligned with civil service rules?	See response to question 53.	2
64	How should applicant demographic and self-identification data be stored and separated for compliance reporting?	Ideally, that information would be stored in the candidate profile.	1
65	Are there data residency requirements (e.g., must all data remain within the state's jurisdiction)?	Data needs to live in United States.	2

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66	Are there civil service exam workflows or veteran's preference scoring rules that the ATS must support?	No, the system does not need to support this.	1															
67	Will the agency require automated eligibility screening, certification lists, or ranked hiring registers?	No this is not required.	1															
68	Should the system handle internal transfers, rehires, or temporary assignments as distinct workflows?	No, that is not necessary.	1															
69	Is electronic signature functionality (for offer letters or approvals) expected to be built-in or via integration?	electronic signature functionality is not necessary.	1															
70	How are job requisition approvals currently routed (email, workflow system, paper)?	Our requisition approvals are currently routed through SharePoint.	1															
71	Should applicant communications (emails, notices, status updates) be centralized, auditable, and/or multilingual?	Yes.	1															
72	What is the desired implementation timeline (pilot, go-live, post-go-live support)?	3 months from finding a solution is ideal.	1															
73	Does the state prefer a phased rollout by department or a full deployment all at once?	A full deployment at once would be ideal.	1															
74	Are there any mandatory project management standards (e.g., PMBOK, Agile, state SDLC templates)?	No.	2															
75	What level of training and change management is expected — in-person, virtual, train-the-trainer, or self-paced modules?	Virtual training, train-the-trainer, and/or self paced modules are all acceptable. In-person is not required.	1															
76	What are the SLA expectations for system uptime, response time, and issue resolution?	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Type</th> <th style="text-align: center;">Initial Response</th> <th style="text-align: center;">Incident Resolution</th> </tr> </thead> <tbody> <tr> <td>Critical</td> <td style="text-align: center;">5 mins</td> <td style="text-align: center;">4 hours</td> </tr> <tr> <td>High</td> <td style="text-align: center;">15 mins</td> <td style="text-align: center;">16 hours</td> </tr> <tr> <td>Medium</td> <td style="text-align: center;">20 mins</td> <td style="text-align: center;">48 hours</td> </tr> <tr> <td>Low</td> <td style="text-align: center;">30 mins</td> <td style="text-align: center;">80 hours</td> </tr> </tbody> </table>	Type	Initial Response	Incident Resolution	Critical	5 mins	4 hours	High	15 mins	16 hours	Medium	20 mins	48 hours	Low	30 mins	80 hours	2
Type	Initial Response	Incident Resolution																
Critical	5 mins	4 hours																
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77	Will the award be firm fixed price (FFP) or time and materials (T&M)?	Firm fixed price.	2															
78	How should ongoing maintenance, upgrades, and licensing be priced and renewed?	To be discussed with potential vendors.	2															
79	Does the state require a source code escrow or knowledge transfer plan?	No.	2															
80	What are the data ownership and transition-out requirements at contract end	We own the data and would expect transition-out help.	2															

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81	Upon reviewing the RFP, we noticed that Zoho People currently does not support internal job posting and integration with ADP. Please let us know if the absence of these features is a deal breaker?	Yes, integration with ADP is required.	1
82	Can the agency confirm whether the future ATS must integrate with multiple ADP payroll tenants via API or secure file transfer?	I believe integration must be via API.	1
83	Should the proposed system also integrate with other HRIS or Microsoft 365 components beyond Outlook / Teams (e.g., SharePoint, OneDrive)?	No, that will not be required.	1
84	Is HCR open to non-ADP integrations or API middleware to handle multi-tenant synchronization?	No.	1
85	Will internal mobility and DE&I analytics need to pull data from existing employee databases or be self-contained within the ATS?	Self-contained within the ATS.	1
86	Should candidate communications (email/SMS) be tracked for FOIL compliance?	Yes.	1
87	Does “apply without creating an account” mean full guest application or simplified SSO login?	Full guest application.	1
88	Are there specific State or HCR cybersecurity frameworks (e.g., NYS ITS, NIST 800-53, FedRAMP, or ISO 27001) that respondents should align with?	FedRAMP Moderate.	2
89	Will the agency require SOC 2 Type II documentation or penetration-testing results for shortlisted vendors?	Yes.	1
90	What is the anticipated timeline from RFP issuance to go-live?	Unsure of the timeline from RFP issuance but 3 months from an executed contract to go-live would be ideal.	1
91	Will data migration from existing ADP instances be vendor-led or jointly managed by HCR’s IT staff?	Preferably vendor led.	1
92	Are there preferred project-management methodologies (Agile vs Waterfall) or documentation templates (e.g., change-management plans)?	No, there are not.	1
93	How will HCR weigh cloud-native SaaS vs. on-premise or hybrid deployments?	Cloud-native SaaS.	2
94	Will HCR require live demonstrations as part of the RFI follow-up, and should vendors include demo environment links now?	Live demonstrations will be a requirement but demo environment links are not required at this time.	1

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95	Would HCR prefer that licensing and support models be outlined separately (e.g., per-user vs. enterprise vs. modular)?	Yes.	1
96	Are there specific accessibility standards (e.g., WCAG 2.1 AA) that the future ATS must meet?	To be discussed with potential vendors.	2
97	Should the candidate-facing site support bilingual or multilingual capabilities (e.g., English/Spanish)?	Yes.	1
98	if possible, is it possible to confirm the # of employees?	See question 14	1