Question	RFP	Section	Question	Response
1	89	20.1	Reference is made to "Cloud Service Providers", would it be an issue if our organization is providing "Software as a Service"?	This would not be an issue assuming the hosting environment meets the security requirements and can pass a review from our information security office. If the environment is FEDRAMP compliant this would be the easiest path.
2			We currently host our solutions on Microsoft Azure servers, would that be an issue?	This would not be an issue assuming the hosting tier meets the security requirements and can pass a review from our information security office. If they can provide Azure Government hosting that would be ideal.
3	24	3.3	Can we propose a semi-COTS solution utilizing a low-code platform that can be customized to meet the Department's specific needs, offering greater flexibility and quicker deployment?	Yes. A low code solution is acceptable provided the solution can meet all security and hosting requirements.
4	38	Appendix C	Our proposed solution can be hosted in a secure cloud with standard certifications (e.g., SOC 2, ISO 27001). Are there additional, more specific State or departmental security policies requiring on-premises hosting or deeper integration with a state data center environment?	As long as the hosting can meet the security and audit requirements there is no specific policy that would mandate on-prem hosting or using the state data center. Our information security office would still need to do their review of the cloud environment.
5	35	3.3	The RFP highlights a 5-second maximum response time for 95% of transactions and 99.7% uptime. Do you have guidelines on expected peak concurrency or transaction volumes so we can plan adequate hosting resources?	If the solution will be used by other State agencies we expect peak concurrency to be at most 140 simultaneous users.
6	37	3.2.3/3.3.7	The RFP mandates a hosting migration plan at contract close, ensuring all data is transferrable within 90 days. Could the Department clarify its preferred data export format (e.g., CSV, SQL backups, or a "data dictionary" with schemas) to facilitate an easy transition to another system?	The Department is unable to commit to a particular format at this time.
7	24	3.3	REST APIs, nightly batch, message queues) for connecting to existing NYS HR systems?	If there needs to be a connection the preferred method would be REST APIs.
8	25	3.3	For advanced features like SSO or encryption, we may rely on third-party libraries or connectors. Is the Department open to reviewing and approving these components, provided they meet all NYS security standards?	Yes. Any solution or components would need to be reviewed by our Information Security Office.
9	29	3.2	For data migration, does the Department expect historical job evaluation data to be imported into the new system? If so, what format (CSV, SQL, XML) is preferred for existing records?	We do not anticipate importing historical job evaluation data into new solution.

Question	RFP	Section	Question	Response
10	25	3.3	For authentication, is the Department expecting integration with Active Directory (AD), ADFS, Okta, or another identity provider? Are there any specific protocols (SAML 2.0, OAuth, OIDC) required for authentication and role-based access control?	Yes. With the potential of multiple agencies authenticating we would suggest using the NY.Gov login system. The NY.Gov system supports SAML 2.0 and ODIC.
11	24	3.3.2	Are there any particular system integrations required?	No. At this time we don't anticipate this system integrating with any existing NYS systems outside of authentication.
12	25	3.3.8	Does the Oauth2 requirement apply to outbound email from a single account for the application? Is Transport Layer Security (TPL) over Simple Mail Transfer Protocol (SMTP) sufficient?	The system is not anticipated to send outgoing mail.
13	7	1.3	What triggers movement across the salary steps in each grade? Does the state use any form of assessment (e.g. skills/competency/performance assessments) to determine individual pay movement? Please describe.	Employee movement through the salary range is achieved by annual performance assessment. A maximum of one step each year can be awarded.
14	22-25	3.1-3.4	What is the estimated timeline for completion of the project milestones (i.e., Consultation, System Implementation, Training)? Specifically, is it expected that the system is already usable by NYS by September 2025?	The vendor should propose a realistic timeframe during which it expects these activities to be completed.
15	22	3 - Point C	Does the system support the assessment of equity across different occupations found at the same grade level?	Yes, jobs at the same salary grade must be similar in terms of duties and responsibilities, regardless of occupation.
16	22	3 - Point H	Is it anticipated that the classification system will establish milestones indicating evolution of skills by the employee?	There is no expectation for milestones related to employee skills development.
16a	22	3 - Point H	Is it anticipated that the classification system may link grades into broadbands aligned to job families?	Broadbanding is not currently used by the State. If a vendor recommends such an approach, the system must support it.
17	22	3 - Point I	Is the goal in recognizing highly skilled occupations to develop a "dual career" model with grade modeling reflecting both or either managerial or expert roles?	The State does not currently have a dual career track. If one is adopted, the system must be able to evaluate all roles, including expert and managerial ones.
18	22	3.1.2	Is it anticipated that interviews will be carried with selected officials drawn from and representing all control and operating agencies?	Interviews will be conducted with representatives of the Department of Civil Service, select State agencies, and other groups chosen by the Department.

Question	RFP	Section	Question	Response
19	22	3.1.5	Do recommendations on the State's job architecture include assessment of the efficacy of the current grade structure and how the salary ranges (spans and inter-grade differentials) have been deployed?	Recommendations for improving the State's job architecture may touch grading structure and salary range issues.
20	25	3.4	How many staff to train? Is this limited to the 25 NYCS staff indicated in the contract? Or will there also be a general training conducted to various stakeholders?	Training will be limited to the 25 staff directly engaged in centrally maintaining the State's job architecture.
21	25	3.4	Does NYS envision having separate training sessions for system administrators and job evaluators or will both functions be covered by the 25 staff members mentioned?	DCS expects system administration to be handled by some of the 25 individuals to be trained.
22	25	3.4	Is the training done in person, online or hybrid? If hybrid, is there a specific Learning Management System that we are required to use?	Training may be in person or hybrid. Vendor can choose the platform on which online training is provided.
23	25	3.4	Will the team of 25 staff be able to commit to full day training sessions across 3-5 days? How long can we have training (e.g., half day or whole day)?	Training can be for full consecutive days. DCS will work with vendor to schedule training.
24	25	3.4	Beyond training, is there a need for informational briefings for managers and staff in general?	As part of implementation, there may be a need to have informational meetings for agencies' human resources staff.
25	25	3.4	Is it anticipated that training materials include online and video modules that can support self-study?	Vendor should propose the most cost effective method for delivering any online training.
26	Att 9, page 1	Requirement 3	Beyond the factors of evaluation identified in the RFP, what other factors are anticipated? It is difficult to assess level of effort to develop the factors if the State seeks to define new factors.	DCS would consider using the factors in a vendor's system, if different from those that have been used, if they accurately capture the breadth of jobs in the State's structure.
27	Att 9, page 1	Requirement 6	Is it anticipated that the classification system must be a point factor system which arrives at a numeric score for individual factors and jobs?	DCS will consider a non-point factor system that can accurately and consistently evaluate jobs across various occupations and is legally defensible.
28	Att 9, page 1	Requirement 12	What kind of content is expected to be in the pre-defined and adhoc reports generated from the system? Are there particular analytics that you require as part of the reports?	Pre-defined and ad hoc reports would be related to structured data captured by the system. Sample analytics are average response by factors, questions, and titles.

Question	RFP	Section	Question	Response
29	Att 9, page 1	Requirement 16	Do you have an existing job content questionnaire that can be adapted into the system or are you looking for us to create a specific questionnaire aligned to the job evaluation factors?	DCS has two job content questionnaires that can be adapted for use in a new system.
30	Att 9, page 2	Requirement 16	This requires that the system provides a job content questionnaire. Is this for NYCS evaluators or incumbent?	If system allows the job content questionnaire to be filled out by incumbents or employees, DCS may use that feature in some instances. Otherwise, the questionnaire would be completed by the job evaluators.
31	Att 9, page 2	Requirement 26	Are the competencies anticipated to be included aligned by evaluation factor and grade?	Various competencies are directly or indirectly correlated to certain job levels. We expect these competencies to be captured through the job content questions.
32	35	6	The RFP indicates an "all-inclusive" or "fully loaded" fee. Does the Department require a fixed annual subscription for unlimited seats, or can we propose a user-based or usage-based pricing model, provided it is clearly disclosed in Attachment 8?	We do not need unlimited seats. We request a fixed annual subscription.
33	31	5.3	The RFP references a factor-weighting approach for job evaluation. If our solution includes a configurable scoring engine, does the Department expect the same eight factors from the older QJES approach, or is there flexibility to propose an updated factor set or weighting scheme?	There is flexibility to proposing an updated factor set and weighting scheme as long as it accurately and consistently evaluates jobs across various occupations and is legally defensible.
34	32	3.3	Does the Department require document uploads (e.g., resumes, job descriptions) within the system? If so, what file size limits and formats (PDF, DOCX, CSV) are allowed?	Our preference would be Word, pdf, and csv files.
35	35	3.3	Will the Department require a dedicated admin panel for superusers to create/manage user roles, configure system workflows, and modify access levels dynamically?	It is desired that a solution include access for a superuser to monitor issues, and have the ability to manage user roles.
36	24	3.3	Would the Department be open to incorporating AI-driven job classification models to assist HR analysts in determining factor-based scores and salary grades? If so, are there any restrictions on automated decision-making, or must all AI-generated recommendations be validated by a human reviewer before final approval?	This depends on proposed solution. State policy dictates that AI determinations be reviewed by a human.

Question	RFP	Section	Question	Response
37	40	3.3	Would the Department be open to implementing an AI-driven chatbot or virtual assistant to assist HR personnel and employees in navigating the classification system, answering FAQs, and providing real-time guidance on factor-based evaluations?	This depends on the proposed solution.
38	7	1.3	Within the RFP, it's mentioned that approximately 90% of employees are covered by collective bargaining agreements. What (if any) specific challenges does the State encounter when working with these separate salary schedules?	We need to be able to map to salary grades, not each individual salary schedule. Jobs at the same salary grade must be similar in terms of duties and responsibilities, regardless of bargaining unit.
39	22	3.1.2	Approximately how many interviews or with how many officials does the State expect the Vendor to conduct interviews?	There will be approximately 7-10 in-person group meetings; the size of the group meetings will vary based on the stakeholders. The number of attendees could range from approximately 4 to 15.
40	25	3.4 Item A	What are the roles and responsibilities for the twenty-five (25) users anticipated to receive training?	These users centrally maintain the job architecture and evaluate individual positions to determine appropriate grades.
41	Att. 9, page 1	Requirement 3	Is the achievement of Pay Equity an important outcome of this process?	Yes, pay equity is statutorily based in NYS. Jobs at the same salary grade must be similar in terms of duties and responsibilities, regardless of occupation.
42	Att. 9, page 1	Requirement 7	Is this suggesting that the system should have the ability to store up to nine (9) separate salary schedules, and slot each evaluated job into a specific schedule?	No, we need to be able to map to the salary grades used by NYS, but not each separate salary schedule.
42a	Att. 9, page 1	Requirement 7	If "yes" (to above), does the State require the system to generate job evaluations reports separately for each salary schedule but also consolidated reports where jobs can be reviewed across salary schedules?	
43	Att. 9, page 1	Requirement 8	How would the State want to manage questionnaires for Jobs found in multiple agencies?	The responses from the employees in the different agencies would be aggregated by the system. How we manage these questionnaires will be determined during system implementation.
44	Att. 9, page 1	Requirement 8	How does the State gather information on the same Job when it is present in multiple agencies today?	All agencies under DCS purview submit classification requests in a centralized HRM system. All requests require duties descriptions.

Question	RFP	Section	Question	Response
45	Att. 9, page 2	Requirement 20	Is the State expecting that the system maintains the identity of users who have completed a job questionnaire?	Yes, we would want to identify who has completed a questionnaire.
45a	Att. 9, page 2	Requirement 21	Is the State expecting that if changes are made by compensation professionals, that users who have completed a job questionnaire are advised?	No. The State does not expect a response to be provided.
46	Att. 9, page 2	Requirement 22	If the questionnaire is not completed by a job incumbent, does the State expect that there is a reference attached to the questionnaire as to who provided the input?	An audit or record of who provided the responses to the questionnaire would be desired.
47	Att. 9, page 2	Requirement 23	What is an example reason for excluding responses from the questionnaire?	The responses to the questions are inconsistent with the duties and responsibilities of the job.
48	Att. 9, page 4	Requirement 40	What type of data does the State import and export?	A variety of data, including sensitive data, is imported and exported; it could be employee or transactional data from our HRM system.
49	Att. 9, page 5	Requirement 49	How would the State expect to manage questionnaire responses for similar roles found across multiple agencies?	The same job titles exist across many State agencies, and will be reviewed. How we manage these questionnaires will be determined during system implementation. The responses from the employees in the different agencies would be aggregated by the system.
50	Att. 9, page 5	Requirement 50	Does this question suggest there is a requirement for the Division of Classification and Compensation staff to review job evaluation results within and across all agencies within the State?	Yes, the Division of Classification and Compensation staff will review job evaluation results within and across all agencies within the State.
51	5 – 6	1.0 & 1.2	The calendar of events specify the anticipated start date but not an end date. Section 1.2 references a performance period of up to 5 years. Tool implementation and training of staff will be completed before then. Would the duration of advisory services be for only first 2 years or so, which would include tool implementation, training for both tool and job evaluation methodology, initial evaluations and guidance to DCS team?	The contractual agreement will last five years during which time the vendor will provide DCS with a working version of the system. The advisory services and implementation of the system will occur simultaneously during a time to be agreed to by DCS and the vendor.
52	6	1.3	How does the State's QJES differ from its Position Classification method?	DCS sees QJES as a tool for doing position classification. As noted in the RFP, in addition to using QJES, DCS uses a qualitative method (job to job comparison) to slot positions to grades.

Question	RFP	Section	Question	Response
53	6	1.3	How current are DCS job descriptions for the 3,000 distinct titles?	The majority of DCS job descriptions for the 3,000 distinct titles are up to date.
54	6	1.3	Is DCS interested in updating job descriptions as part of the job evaluation project? If so, is DCS open to using an online software tool for drafting/updating?	DCS is not looking for vendor to update job descriptions and is unlikely to use the system for such purpose.
55	6	1.3	Can we assume Offeror will help evaluate a sample pf the 3,000 jobs and train DCS staff to evaluate the remaining jobs? How many are union jobs?	Offeror will evaluate a sufficient sample of titles to validate the system to the satisfaction of DCS. Over 90% of State positions are unionized.
56	22	3.1.2	How many select officials will be involved in the interviews? Is the preference to do the interviews in person (in Albany) or virtually (via Zooms, Teams, etc.)?	The number of attendees could range from approximately 4 to 15. The preference is to have in-person meetings in Albany.
57	22	3.1.2	If job descriptions are outdated, is there a group of individuals Offeror can confer with to obtain updated job content information? If so, how many are in the group.	DCS will provide updated job descriptions for the sample titles to be evaluated to validate the system.
58	22	3.1.5	When was the State's job architecture developed?	The State's job architecture has evolved over the past 75 years.
58a	22		How is the job architecture being used today?	It is used as part of employee assessment to determine fit for a role and career planning.
58b	22		What HCM is the job architecture housed in?	The job architecture is housed in a customized PeopleSoft application.
58c	22		What is not working in the current job architecture?	Evaluating job across occupations to ensure equity is challenging.
58d	22		What elements does it include?	The job architecture includes titles, title levels, title descriptions, minimum requirements, career paths, and salary grades.
59	23	3.1.6	Is DCS looking for Offeror to refine the current job architecture or just provide roadmap of recommendations?	The recommendations should focus on improving the existing system.
59a	23	3.1.6	If the job architecture changes, this will have impacts on the jobs / job descriptions. Is the job architecture broadly used by managers and employees as a talent management tool?	The job architecture is used by managers and employees to make talent management decisions.

Question	RFP	Section	Question	Response
60	23	3.2.2	It mentions Policy recommendations to allow the job evaluation tool to support the compensation system. What compensation management system is DCS using?	The State administers compensation using multiple systems owned by the various enterprise agencies.
61	22	3.1	In section 3.1, point 3.1.1 requires that the Offeror will "conduct a comprehensive review of the objectives, policies, and procedures of New York State's position classification structure". Points 3.1.5 requires Offeror to "Make recommendations for improving the State' job architecture" and 3.1.6. to "Meet with stakeholders (e.g., agencies' HR staff) to discuss implementation results and recommendations for improving State's job architecture" mentions recommendations for the State's job architecture. Will the recommendations focus on the position classification structure or on the State's job architecture?	To the extent that vendor identifies gaps in the State's position classification or job architecture, the recommendations should address them.
62	22	3.1	Do recommendations also include the development and implementation of a new classification system?	The recommendations should focus on improving the existing classification system.
63	32	5.2	What is intended for "compensation system"?	Compensation system refers to salary grades and corresponding ranges.
64	22	3	Could you please clarify the meaning of point H. "Supports broader job classifications that allow employees to grow into their positions without the need to reclassify the positions"	The State has some narrow roles in certain occupations that may challenge a job evaluation system, especially a point factor one. Accordingly, the system should support collapsing those roles, obviating the need for employees to move from one narrow role to another in the form of promotion.
65	39	8.3	The RFP caps "Change Requests" at 10% of the contract's not-to-exceed amount. If the Department later requires significant new functionality or expansions, is that governed by the same 10% limit, or would the Department consider a separate amendment for major enhancements outside the normal scope?	A significant new functionality would require an amendment as this would be outside the normal scope.
66	13	2.4.2 Bid Deviations	Will the Department consider terms that are not included in the state contract to address system implementation terms?	All terms must be in the executed contract.

Question	RFP	Section	Question	Response
67	13	2.4.2 Bid Deviations	Will the Department accept adjustments to the insurance provisions (Appendix E) outlined in the RFP as part of the nonmaterial deviations?	The Department may consider some bid deviations to Appendix E if the risks are to the offeror and not to the State. Please submit an itemized list of each deviation related to the provisions in section 2.4.2 of the RFP.
68	13	2.4.2 Bid Deviations	Is the agency willing to discuss Intellectual Property, ownership rights and pre-existing contractor information for areas not covered by the current terms and conditions? (e.g., RFP – Page 14, Section 27. Ownership and Title to Contract Deliverables)	Yes, the Department is willing to discuss Intellectual Property, ownership rights and pre-existing contractor information for areas not covered by the current terms and conditions. Please specify the Intellectual Property, ownership rights and pre-existing contractor information the offeror is seeking to preserve according to the provisions found in section 2.4.2 of the RFP.
69	13	2.4.2 Bid Deviations	We note that the link to IT policies provided in the RFP includes numerous policies applicable to the Department's own internal IT systems. Can the Department provide a listing of the specific IT policies applicable to the contractor performing the specific scope of work, which will not involve hosting an IT system on behalf of the Department?	this RFP specifically related to the link provided in appendix C of the RFP. The Department will consider any equivalent or greater than controls the offeror has which should be submitted according to the provisions found in section 2.4.2 of this RFP.

Continued Response for Question	
Policy / Standard	**Policy No.**
Information Security Exception Policy	NYS-P13-001
Notification Standard for Certain Types of Regulated Data	NYS-S17-003
Advertisements, Endorsements and Sponsorships on State Entity Websites	NYS-G24-002
Secure System Development Life Cycle	NYS-S13-001
Information Classification Standard	NYS-S14-002
Information Security Risk Management	NYS-S14-001
Date/Time Converstion Contract Language	NYS-G24-001
Secure Configuration	NYS-S14-008
Vulnerability Management	NYS-S15-002
Account Management/Access Control	NYS-S14-013
Authority to Establish Enterprise Information Technology Policies, Standards, and Guidelines	NYS-P08-002
Domain Names for State Government Agencies	NYS-P08-003
Digital Identity	NYS-P20-001
Acceptable Use of Artificial Intelligence Technologies	NYS-P24-001

Question	RFP	Section	Question	Response
			Continuing Professional Education Requirements for Information Security Professionals	NYS-S10-001
			International Access to NYS Systems or Data	NYS-P23-001
			Cyber Incident Response	NYS-S13-005
			New York State Universal Web Navigation	NYS-S16-001
			Establishing Technology Solutions & Standards	NYS-S23-001
			Technology Exceptions	NYS-P23-002
			Authentication Tokens	NYS-S14-006
			Plan to Procure	NYS-P08-001
			Remote Access	NYS-S14-010
			Internet Privacy Policies	NYS-G02-001
			Acceptable Use of Information Technology Resources	NYS-P14-001
			Use of Social Media Technology	NYS-P11-001
			Enterprise Mobile Management Technical Standard	NYS-S14-011
			802.11 Wireless Network Security	NYS-S15-003
			Sanitization/Secure Disposal	NYS-S13-003
			Contact Web Page	NYS-S05-002
			Information Security	NYS-P03-002
			Mobile Device Security	NYS-S14-009
			Bring Your Own Device (BYOD)	NYS-S14-012
			Digital Identity	NYS-S20-001
			Encryption	NYS-S14-007
			Patch Management	NYS-S15-001
			Guidance for the Use of SSNs by State Government Entities	NYS-P10-004
			Secure Coding	NYS-S13-002
			Accessibility of Information Communication Technology	NYS-P08-005
			Security Logging	NYS-S14-005