C000758 JES Official Responses

Question	Page #	Section	Question	Official Response
1			Who will be on the project team for DCS?	The project team will include key staff from the Agency.
2			What will be the leadership approval process for design decisions?	Design decisions will be made by the Department of Civil Service (DCS), primarily the Division of Classification and Compensation. There may be input from other stakeholders where needed, but decisions will go through DCS.
2a			Is there a steering committee or other high-level group the consultant will be briefing and bringing recommendations to?	According to Section 3.1 of the RFP, meetings will occur with stakeholders (e.g., agencies' HR staff) to discuss implementation plan and recommendations for improving the State's job architecture.
3	Pg 7	1.3	Are unionized employees included in the project's scope?	Yes. According to RFP Section 1.3 "Approximately 90% of employees in State service are covered by collective bargaining agreements."
3a	Pg 7	1.3	Will jobs covered by the various CBAs still be evaluated?	Yes, the jobs covered by the various CBAs will be evaluated.
4			The RFP mentioned 3000 distinct job titles, besides job leveling, are you looking for consolidation of job 1) family/functions?	As part of Advisory Services, section 3.1.1, the offeror will make recommendations for improving the State's job architecture, which may touch on the State's job family/functions.
4a			The RFP mentioned 3000 distinct job titles, besides job leveling, are you looking for consolidation of 2) positions/roles?	As part of Advisory Services, section 3.1.1, the offeror will make recommendations for improving the State's job architecture, which may touch on the State's job positions/roles.
5			Are there job descriptions for the above titles?	Yes, there are job descriptions for the above titles.
5a			How current are they?	The majority of DCS job descriptions are up-to-date.
5b			What file format are they in?	DCS job descriptions are in PDF, Word, and webpage/html (web link accessible to public) formats.
6	Pg 5	1.1	The RFP mentioned that DCS has contracted with a vendor to conduct a total compensation analysis. For this RFP, are you also expecting pay structure design services to support the new job evaluation system?	The Project Services (section 3.0) for this RFP do not include pay structure design services. However, recommendations for improving the State's job architecture (3.1.1.) may touch upon grading structure and salary range issues.

7			If not, what is the expected timetable for the new compensation structure by the contracted vendor? This is critical to ensure the alignment between the new job leveling and the pay structure.	The Total Compensation Study results are anticipated to be available prior to the execution of this contract.
8			Are you looking for communication/change management support besides training?	There are no change management support services included in the Project Services (section 3.0) for this RFP.
9			If yes, are you looking for a consultant to drive the overall process or to collaborate with DCS's internal communication/change management team?	There are no change management support services included in the Project Services (section 3.0) for this RFP.
10			Please indicate the targeted project completion date?	According to the RFP section 5.4.B, the vendor is to submit a detailed timeline with their proposal to this RFP.
11	Pg 12	2.4	Can you clarify the "wet" signature requirements?	According to RFP section 2.4, the vendor must retain their original, ink signed documents and submit them if they are the awarded vendor. PDF versions are acceptable, as long as the original, ink signed documents-signed and dated before the date of submission- are retained and can be produced in the event of award.
11a	Pg 12	2.4	Which documents require wet signature, and will the offeror submit the wet signature if submission is via flash drive?	Documents requiring a wet signature include Attachment 1, Attachment 2, Attachment 8, Attachment 10 (if submitting) Appendix D (if submitting), form ST20-CA (if submitting) . Electronic signatures are acceptable for USB submission purposes, as long as the original, ink signed documents are retained, signed, and dated before the date of submission and can be produced in the event of award.
11b	Pg 12	2.4	Should we scan the printed document with a wet signature and save the soft copy on the USB flash drive for submission, or are we required to submit the actual signed hard copy along with the USB flash drive?	According to RFP section 2.4, the vendor must retain their original ink signed documents and submit them if they are the awarded vendor. Electronic signatures are acceptable for USB submission purposes, as long as the original, ink signed documents are retained, signed, and dated before the date of submission, and can be produced in the event of award.
12	Pg 12	2.4.1	Could you please confirm whether we should save the completed attachments under Administrative Proposal as separate files or combine them into a single PDF?	The Administrative Proposal may be submitted as one PDF file, according to the details in Section 2.4.1 of the RFP.

13	Pg 12	2.4.1	Are bidders required to submit a printed copy of the Financial Proposal / Schedule of Fees Excel file with a wet signature?	Bidders should print, sign, and date a completed copy of Attachment 8 prior to their proposal submission, according to Section 2.4.1 of the RFP. In the event of award, the vendor will be required to produce this originally signed Attachment 8. A computer generated signature would be acceptable for submission on the USB drive, as long as the original, ink signed document is retained for submission in the event of award.
14	24	3.1.B	Can you provide an estimate of the approximate number of interviews you require?	This is a best value RFP. Offeror's should include in their technical and financial proposals a solution they would like evaluated by the Department.
14a	24	3.1.B	Or should the offeror suggest a number?	This is a best value RFP. Offeror's should include in their technical and financial proposals a solution they would like evaluated by the Department.
14b	24	3.1.B	If so, can you estimate the number of separate agencies/departments in the state system?	There are approximately 70 State agencies in the state system. However, not every agency will be represented in the above mentioned interviews.
15	Pg 24	3.1.C	Can you provide an estimate of the approximate number of stakeholder sessions you envision?	This is a best value RFP. Offeror's should include in their technical and financial proposals a solution they would like evaluated by the Department.
15a	Pg 24	3.1.C	Or should the offeror suggest a number?	This is a best value RFP. Offeror's should include in their technical and financial proposals a solution they would like evaluated by the Department.
15b	Pg 24	3.1.C	If so, can you estimate the number of separate agencies/departments in the state system?	There are approximately 70 State agencies in the state system. However, not every agency will be represented in the above mentioned sessions.
16	24	3.1.D	To confirm, this implies that the State would want the ability to make modifications/customizations to the offeror's existing methodology/product?	The Department is looking for a COTS application that can be configured to meet its unique needs (e.g., mapping of existing salary grades). Customizations should be limited.
17	Pg 25	3.3	We assume that the 25 users are those with the ability to actively use the system and evaluate roles. Would this also include any HRIS/IT support accounts needed by the State?	The 25 users would not include any HRIS/IT accounts.

17a	Pg 25	3.3	Would the State want to have a set of users with just "read-only" access? For example, some clients will have primary user accounts in HR but allow some leaders in the business to see the evaluations.	According to Section 3.3 of the RFP we anticipate all 25 users being trained in the same user role. However, if the system allows for this functionality, with no additional customization or configuration, DCS may allow read only access for a limited number of State HR leaders.
18	Pg 27	3.6	Does the state expect Oral Presentations to be in-person? Or can they be virtual?	The Department prefers that Oral Presentations be virtual.
19	Pg 58	Appendix B, 21	In the standard clauses, there is a mention of security clearance. Can we assume this is not applicable for this contract?	While security clearance is not required for this RFP, the Department reserves the right to abide by all clauses in Appendix B.
20			Please confirm which of the documents and attachments require notarization. Is it solely Attachment 1?	All documents that require notarization have a notary page included. These include Attachment 1 and Attachment 2. According to RFP section 2.4 , the vendor must retain their original ink signed documents, signed and dated before the date of submission, and produce them in the event of award. PDF versions are acceptable, as long as the original, ink signed documents are retained and can be produced in the event of award.
21			Please confirm that the proposal submission must be in Word document. Is PPT format an option?	According to section 2.4.1, bid submissions should be submitted in searchable, Adobe PDF format.
22	Pg 24	3.1	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?	As part of Advisory Services, 3.1.1, the offeror will make recommendations for improving the State's job architecture, which may touch on the State's job grade structure and salary ranges.
23	Pg 24	3.1	The comprehensive review 'includes an assessment of external influences on the system' – what are these external influences that NYS anticipates?	Some of these external influences may include labor market changes; availability of skill set in market; and external employer compensation.
24	Pg 24	3.1	Are interviews with select officials intended to be face-to-face or would virtual/remove interviews be acceptable?	Vendors should submit proposals that include a narrative describing the coordination strategy between the Department and the Vendor, as per Section 5.1.2 of the RFP.
25	Pg 25	3.1.2, 3.3	'Training and reference materials related to such system' – While the RFP states training for 25 staff members, would it also require briefing or communications to other stakeholders (e.g., managers and staff) on the system and job evaluation framework changes (if any)?	The training referenced in 3.3 is for Department of Civil Service, Division of Classification & Compensation staff (25 staff). The training and reference materials related to such system mentioned in 3.1.2.(second C) may include informational material to brief stakeholders on the system and items such as potential changes to evaluation methods (3.1.1.).

26	25	3.3	'Development of training materials specific to DCS users is not anticipated' – it is not required to use sample job descriptions or other information from NYS in the training?	According to Section 3.3 of the RFP, the Department requires training that will get staff proficient in using the system. The training material and presentations should be relevant to the audience, but we do not envision vendor's existing system manuals being customized to NYS users.
27	Pg 25	3.3	'We anticipate all users being trained in the same user role.' If the workflow in the system provides for evaluator, approver, administrator – are all those anticipated to be applied to all 25 staff who are to be trained?	According to Section 3.3 of the RFP we anticipate all 25 users being trained in the same user role. However, if the system allows for this functionality, with no additional customization or configuration, there may be staff that are designated with approver, evaluator, or administrator roles, depending on the solution.
28	Pg 25	3.3.1	Is there a Learning Management System that will need to be utilized on the New York State side for the training?	No specific learning management system will need to be utilized.
29	27	3.6	Will the demonstration/oral presentation need to be onsite in Albany or would virtual/remote demonstrations be allowed?	The Department prefers that Oral Presentations be virtual.
30	38, 83	8.1, 13	Would Job Descriptions, Organizational Charts, and data not specifically naming individuals be considered confidential information subject to the Offshore security and storage requirements in sections 8 and 13?	Job descriptions and organizational charts are public information. Any other data that is considered public information is not considered confidential information and would not be subject to offshore security and storage requirements in section 8 & 13.
31	Att 9A,	Requirement 2	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.	Whether the State seeks to define new factors from those mentioned in RFP depends on the vendor system, and feedback we may receive from stakeholders (3.1.1.D). 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.
32	23 – 26	3	The scope of services in this RFP is very similar to the RFP issued last year. Are there anything specific the Department would like the vendor to address differently? Can you provide details on expectations or needs that differed from the last RFP?	All Proposals meeting the minimum qualifications will be evaluated against the criteria listed in this RFP and one Vendor will be awarded based on Best Value. Therefore, Bidders should tailor their Proposals specifically to the details found in this RFP and disregard any previous RFPs.
33	30	4.6	Section 4.6 states the Vendor Responsibility Questionnaire is to be completed online but Exhibit 5 indicates it should be submitted with the Administrative Proposal. Can you clarify which is needed? Or is the expectation to have the form completed online and submit with the Administrative Proposal and downloaded copy of the completed form?	It is recommended that Vendor Responsibility Questionnaires be completed online. DCS encourages Bidders to submit a printed page showing their Vendor Responsibility Profile has been updated in the last six months.

34	Att 8		Instructions mention wet ink signature is required however, the Bid Submission Checklist states Attachment 8 is to be submitted in excel format. Please clarify where signature is required.	An awarded vendor will be required to submit a printed copy of an original, ink signed Attachment 8, signed and dated prior to submission. At the time of submission, vendors should submit Attachment 8 with their Administrative Proposal, as detailed in section 2.4.1 of the RFP. A computer generated signature would be acceptable for submission on the USB drive, as long as the original, ink signed document is retained for submission in the event of award.
35	24	3.1	For the stakeholder interviews, please confirm that there will be approximately 7 to 10 in-person group meetings, with the number of attendees ranging from around 4 to 15.	This is a best value RFP. Offeror's should include in their technical and financial proposals a solution they would like evaluated by the department.
36	24 – 25	3.1	Would the offeror be required to develop a hosting migration plan as part of the closing activities?	A hosting migration plan is not part of the Project Services listed in this RFP (section 3.0).
37	24	3.1 Job Evaluation System Implementation	What are the top three outcomes the Department must achieve in the first year of implementation?	A detailed timeline describing all phases of the project from project kick-off to final delivery is required by vendors (Section 5.4-Key Staff). The vendor should propose a realistic timeframe during which it expects these activities to be completed. The goals of this project are listed in Section 3, Project Services.
38	24	3.1 Job Evaluation System Implementation	How will success be formally measured (e.g., evaluation speed, audit defensibility, stakeholder satisfaction)?	A submitted proposal that meets the mandatory requirements detailed in Attachment 9 and as many desirables as possible detailed in Attachment 9a will be considered successful.
39	6	1.2 Period of Performance	Is the Job Evaluation System intended to fully replace QJES or coexist during a transition period?	The Job Evaluation System is intended to replace QJES.
40	6	1.2 Period of Performance	Are the eight QJES factors mandatory to retain, or may they be consolidated or re-weighted?	This depends on the proposed system. 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.
41	23	SECTION 3: PROJECT SERVICES	Will factor weights require versioning over time to reflect policy or labor changes?	This depends on proposed solution and implementation timing. It is not anticipated that there will be significant changes expected once the system is in the live environment.
42	3	2.8 Minority and Woman-Owned Business Enterprise (MWBE) Requirements, Service-Disabled	Is side-by-side comparison of historical and new evaluation results required?	We do not require validation of our prior system, but would expect vendors to understand our current classification factors.
43	83	8.4 Maintenance of Confidential Employee Records	What historical job evaluation data must be migrated into the new system?	We do not anticipate migrating historical job evaluation data into the new system.

44	260	**13.1 Mitigation of Costs. The Contractor shall not undertake any additional or new contractual**	What reports are considered mandatory at go-live versus post-implementation?	For the purposes of this RFP, there have been 3 stages identified. The stages are Implementation Plan, Test Environment, and Live Environment. As detailed in Attachment 9, all mandatory technical and functional requirements must be met.
45	81	**8.4 Maintenance of Confidential Employee Records**	Is a SaaS, PaaS, or self-hosted deployment preferred or mandated by NYS ITS?	The Department would prefer a SaaS solution. As long as all security requirements are met, ITS has no mandated requirements on these options.
46	83	**8.4 Maintenance of Confidential Employee Records**	Are there NYS-specific data residency or geographic hosting requirements?	All confidential information must be hosted within the contiguous united states (CONUS).
47	17	**2.7.1 USB flash drive (B) Disclosure of Proposal Contents – Freedom of Information**	What audit logging capabilities are required for compliance and FOIL requests?	Appendix C (18.6) covers audit requirements from a technical perspective. Section 2.7.1 of the RFP describes the FOIL process for bidder's proposals. Please refer to the below link for any FOIL requests that are received after contract execution. https://www.cs.ny.gov/FOIL/
48	261	**13.1 Mitigation of Costs. The Contractor shall not undertake any additional or new contractual**	Which system elements must be configurable by administrators versus vendor-managed?	Vendor's system must meet the mandatory functional and technical requirements as outlined in Attachment 9 and have a commercially available production version of a job evaluation system to allow the Department to value jobs accurately and consistently and ensure pay equity for jobs across diverse occupations. Customizations should be limited.
49	39	8.4 Maintenance of Confidential Employee Records	What constitutes an acceptable enhancement versus a prohibited customization under this RFP?	Vendor's system must meet the mandatory functional and technical requirements as outlined in Attachment 9 and have a commercially available production version of a job evaluation system to allow the Department to value jobs accurately and consistently and ensure pay equity for jobs across diverse occupations. Customizations should be limited.
50	49	**8.4 Maintenance of Confidential Employee Records**	How frequently are policy-driven changes expected post go-live?	It is not anticipated that there will be significant policy-driven changes expected in the live environment.
51	81	**8.4 Maintenance of Confidential Employee Records**	Is the Department planning a phased rollout by agency or a statewide deployment?	The purpose of this RFP is detailed in section 1.1 of the RFP.

52	261	13.1 Mitigation of Costs. The Contractor shall not undertake any additional or new contractual	Is a pilot or validation phase required prior to statewide adoption?	For the purposes of this RFP, there have been 3 stages identified. The stages are Implementation Plan, Test Environment, and Live Environment. As detailed in Attachment 9, all mandatory technical and functional requirements must be met.
53	38	8.1 Storage of Data	Who owns stakeholder engagement and change management responsibilities?	We are seeking collaboration with the vendor for stakeholder engagement meetings, but DCS will facilitate working sessions. There are no Change Management responsibilities outlined in the Project Services of this RFP.
54	25	3.1.2 Job Evaluation System Implementation	What defines user proficiency upon completion of training?	The Department defines user proficiency as the ability to utilize the system to consistently and accurately perform job evaluation.
55	117	SECTION 7: EVALUATION AND SELECTION CRITERIA	Is self-service or repeatable training required due to staff turnover?	According to section 3.3 of the RFP, the vendor must provide any re-training resulting from system updates and maintenance if substantial changes to the system are made, at no charge. New staff due to staff turnover would be trained by existing DCS system users.
56	24	3.1 Job Evaluation System Implementation	What SLAs are expected for post-implementation support?	According to the RFP and associated Attachments, the offeror must make the system available to users from 7:00am to 5pm (ET), Monday-Friday. Vendor must provide any re-training resulting from system updates and maintenance if substantial changes to the system are made, at no charge. Vendors should submit proposals that meet the technical and functional requirements detailed in Attachment 9.
57	24	3.1 Job Evaluation System Implementation	Are there specific evaluation scenarios the Department expects to see demonstrated?	Please refer to section 3.6 of the RFP for details on Oral Presentations.
58	35	5.1 Job Evaluation System Implementation 25	How heavily is usability weighted relative to functional completeness during scoring?	The Department does not release subcategory scorings of the Evaluation in the RFP.
59	28	3.6.4 The demonstration will focus on illustrating how the technical and functional	What outcomes during the demo would be considered disqualifying?	Please refer to section 3.6 of the RFP for details on Oral Presentations.
60	23	SECTION 3: PROJECT SERVICES	Is pricing expected to be user-based, evaluation-based, or a flat subscription model?	Attachment 8 includes instructions for providing a fee schedule with submission.

61	25	3.1.2 Job Evaluation System Implementation	Can additional agencies or users be added without contract modification?	Any modifications to the contract would require a contract amendment.
62	49	8.4 Maintenance of Confidential Employee Records	Are there non-negotiable contractual clauses that materially affect system architecture?	Appendix A and the technical and functional requirements of the RFP are non-negotiable. NYS ITS Security Requirements must be met.
63	5	1.0 Calendar of Events	Can we propose a semi-COTS solution utilizing a low-code platform that can be Configured to meet the Department's specific needs, offering greater flexibility and quicker deployment?	The Department is looking for a COTS application that can be configured to meet its unique needs (e.g., mapping of existing salary grades). Customizations should be limited, however if the Vendor has an innovative solution that falls within the above definition and meets the minimum qualifications to submit a Proposal and meets all of the requirements, the Department would encourage you to submit a Proposal.
64	216	SECTION 7: EVALUATION AND SELECTION CRITERIA	Are there expectations to integrate with existing NYS HR or payroll systems, or is the JES intended to be standalone?	At this time, we don't anticipate this system integrating with any existing NYS systems, outside of authentication.
65	125	SECTION 7: EVALUATION AND SELECTION CRITERIA	Does the Department require the system to be hosted within NYS-owned infrastructure, or are NYS-approved commercial clouds acceptable?	The Department is willing to consider either option.