NEW YORK STATE OF OPPORTUNITY. Empire State Development

Next Generation Software Solutions for NYS Certification & Business Development
REQUEST FOR PROPOSALS

Release Date: October 22, 2024

The following is a list of responses to questions submitted by prospective respondents for DMWBD's Next Generation Software Solution for NYS Certification and Business Development. A copy of the RFP is available at:

https://www.esd.ny.gov/doing-business-ny/requests-proposals/next-generation-software-solution-rfp

No.	Question	Answer
1	Are you looking for out of the box solutions or a custom solution?	We are open to both solutions.
2	What is the desired timeline for this project?	We expect the designated provider to complete the project in approximately 1 year.
3	Who would be the single point of contact on your end?	This solicitation is being handled by the Procurement Unit and Ralph Volcy is the Sr. Director in charge. As stipulated in the RFP, all communications must be done via the designated email: NextGenSoftwareRFP2024@esd.ny.gov

NEW YORK STATE OF OPPORTUNITY. | Empire State Development

No.	Question	Answer
4	*This RFP excludes the compliance-related functions of the Division. The Designated Provider must work with the vendor of the compliance software to integrate the two systems. The certified business directory should be the connecting point between Certification and Compliance.* - In the phrase above (page 5): What does "compliance-related" refer to? What work would be expected as part of the collaboration between the Designated Provider and the vendor? (i.e. if this work could be broken down into bullet points, what would the bullet points for this stream of work be)?	This refers to the work done by the Compliance Unit, as stated in the RFP: "The Compliance Unit monitors all 97 Ags/Aus for Article 15-A compliance. The unit reviews Ags/Aus submitted annual goal plans, quarterly utilization plans, contract payments, MWBE utilization waivers, and in-year exclusions. The unit also monitors and reviews Article 15-A allegations of misconduct as it relates to Ags/Aus' MWBE programs and vendor MWBE certifications." The work will depend on what is possible with both technologies. At minimum, the vendor should be able to import data from the certified business directory for compliance-related reporting.
5	*Prior to the proposal due date for this RFP, the successful Bidder must have been in business for a minimum of five (5) years, performing relevant quantitative analyses, such as those described in Scope of Work of this RFP.* - In the phrase above (page 9), what are the "relevant quantitative analyses" that ESD is referring to?	Please see Addendum II of the RFP– that section has been revised to reflect that the vendor must have at least 5 years of experience doing work similar to the one described in scope of work (preferably in the public sector).

No.	Question	Answer
6	*Prospective Bidders must possess adequate financial resources and organizational capacity to perform the services described in this RFP in an efficient and effective manner, with financial resources to pay expenses in advance of receipt of payment from ESD.* - In the phrase above (page 10): Does this suggest the designated provider (i.e. delasign or another vendor) won't get paid till the end of the project? What are the payment terms for this RFP?	Vendor will be paid on a monthly basis, assuming satisfactory progress.
7	If I am correct, we need to complete documents i-x on the ii. Administrative Proposal section (Page 11/12) as part of this proposal?	Please read section on Submission of proposals at the bottom of P.12. Within that main folder that should be uploaded in the Dropbox, please create two subfolders, one for the Technical Proposal, and the other for Administrative Proposal.

No.	Question	Answer
8	Would the State extend the submission deadline by 3 weeks? This will allow vendors to update proposal responses based on the State's answers to questions as well as take the Thanksgiving holiday into account.	Deadline has been extended to November 27.
9	**RFP page 3, section IIb, Previous Work** What company completed the initial implementation of the system?	Cloud & Things was the vendor selected in 2021, the system has not been implemented.
10	**RFP page 3, section IIb, Previous Work** What platform was the previous solution built using (Salesforce, Service Now, Microsoft)? Is the State planning to remain on this platform?	OutSystems. We are open to other options as well.

No.	Question	Answer
11	**RFP page 3, section IIb, Previous Work** Is the state planning to remain on the current platform that was started per the RFP?	We are open to all options.
12	**RFP page 3, section IIb, Previous Work** Is the State looking to reuse components of the previous solution? If so, please provide details as to what the State would like to reuse.	It depends on the proposed solution. At minimum, some of the requirements will remain the same.
13	Should we address the Minimum Qualification Requirements in a separate section in the Technical Proposal?	Yes, the addendum has new details. Minimum requirements should be addressed under Firm Experience and Qualifications.
14	Should the Administrative proposal be bound and organized with dividers to match the specific information requested	All documents must be submitted electronically via a Dropbox which link has been provided. Please review the section on Submission of a Two-Part Proposal at the bottom of page 12.

No.	Question	Answer
15	**RFP Page 11, Section D –** What details are required in the Project Plan / Approach? The RFP lacks details on the required specifics in the Project Plan / Approach section.	Addendum II now has details.

No.	Question	Answer
16	**RFP page 9, Section IIIB, Transition and Maintenance –** How much data is to be converted? looking for details on but not limited to a. NUMBER OF DATA TABLES b. Number of rows and columns per data table c. Are there relationships between the tables? If yes are the relationships identifiable? d. Number of files to be migrated i. Average size of files ii. Largest file size to be migrated	These details will be discussed at a later stage since it will depend on what the current vendor is able to provide.

No.	Question	Answer
17	**RFP page 4&5, Section IID, System Users 2-8 –** What is the number of end users (State Users) that will use the system and require a license. Can this be broken down by each provided unit?	- Certification team: 40 users - Customer care: 5 users - Appeals: 25 users - Business Development: 10 users - Agencies and Authorities: there are 97 Ag/Aus that mostly use the system for compliance-related reporting. They will use the business directory to search for certified firms.
18	Have you seen demos of any applications that you are considering for the replacement application? if yes what applications?	No.
19	**RFP PAGE 6 SECTION III2C, Application Forms –** Can you define in more detail what the requirement is for auto-filling the address, or validating the address?	The easiest would be an integration with google maps that auto-fills the address, or notifies the user when the address is not recognized.

No.	Question	Answer
20	**RFP PAGE 6 SECTION III2e –** Is a written signature required, if yes can this be digital? if no, can it be an electronically typed signature?	It can be an electronically typed signature.
21	**RFP PAGE 6 SECTION III2e -** Do you have any e-sign applications such as DocuSign? if yes, which application? and do you plan to continue to use this application?	The bidder should include any external applications in their plan. The software resulting from this RFP should be a stand-alone product. We currently do not use DocuSign in the application process.
22	Do you have a current document management application/solution? If yes what application? and do you plan to continue to use this application?	We currently store many of our documents in B2Gnow. They will continue to provide the compliance-related functionalities.
23	**RFP Page 6, Scope of Work Section 2.f.** "it should be possible to read-in application data from other certifying entities."	There are many certifying agencies in New York State and there's always a hope of reaching a reciprocity agreement. If we ever get to this point, our system must be flexible enough to read in/out data points and transfer documentation from/to other certifying agencies.

NEW YORK STATE OF OPPORTUNITY. | Empire State Development

No.	Question	Answer
24	**RFP page 4&5, Section IID, System Users, 1 –** How many businesses are in your current application? How often does each business log in per month? How many new businesses apply each year?	There are close to 10,000 certified businesses. We received almost 3,500 applications in 2023 but that number will likely increase in the coming years. Businesses could potentially log in between 20times per month to complete their application or to answer questions during the review process. We hope that our new system will greatly reduce this.
25	**RFP Page 8, Scope of Work 6.e: Build** an integration with the New York Contract Reporter to match vendors to opportunities. Is the new system doing the matching or is the reporter application doing the match functionality based on the data that is sent by the new system?	We envision the new vendor doing the matching. This, of course, will depend on conversations with the vendor of the New York Contract Reporter.
26	What is your budget for this project?	We ask prospective bidders to approximate the total cost based on the scope of work.
27	Is there a timeline for the project to be completed?	We would like to complete it in approximately 12 months.

NEW YORK STATE OF OPPORTUNITY. | Empire State Development

No.	Question	Answer
28	How many applications a month do you get?	We currently get 350 applications per month but we expect this number to increase.
29	What is the average number of touchpoints by the applicant per application? Meaning, on average how many times do you think an applicant will log in to complete work on their application including follow ups or checking the status	This will depend on the solution implemented. We currently have frequent back and forth with the applicant since many applications are not complete upon submission. In addition, completing the application is a long process. Ideally, we would like each applicant to complete the application and interact with the analyst in less than 10 log ins.
30	**Page 6, Section III2c**, Do you have a current tool that provides this functionality and if so what is the application?	No, we don't have tools that do this.
31	**Page 8, Section III5f –** Do you currently send surveys? If yes, how many a month? Do you have an existing survey tool and if so, what is it?	We send surveys outside our current system using Survey Monkey or Microsoft Forms. The Business Development team sends 3-5 surveys a year. It would be nice to have that functionality in the system but it is not essential.
32	**Page 8, Section III6b –** Do you have a current mapping tool and if so what is it?	We don't have a mapping tool.

No.	Question	Answer
33	**RFP PAGE 8 SECTION III5d –** Do you have a current knowledge base? if yes how many knowledge articles do you have? and do you have a knowledge process for publishing articles. If yes, can you define the process to publish an article	We don't have a knowledge base.
34	Do you have any current mapping technologies being used? if yes what applications/tools are they?	We don't have one.
35	The following link in the RFP is broken: State Finance Law §§139-j and 139-k forms, submit with proposal	Please see Addendum I. It is posted on both the NYS Contract Reporter and ESD Website.
36	What is the ideal timeline for the project?	Approximately 12 months
37	Any specific requirements or dependencies in terms of transition from the old system to the new system?	This will be discussed with the vendor of the current system.

No.	Question	Answer
38	Roughly how many users are to be expected across DMWBD, administrative hearings, and agency/authority users? Is this expected to meaningfully change?	- 100 internal users (including DMWBD and appeals staff) - Roughly 10,000 certified vendors - 3,500 vendors seeking certification per year - Users searching the business directory for certified firms The system should be easily scalable because we may seek to integrate more capabilities in the future.
39	Are there any restraints or preferences on the platform for internal messaging capabilities (e.g., emails vs IM integrations vs in-application functions)	We are open to all options but prefer to have all communications to be linked to the application. We also need to know when the applicant has viewed the message.
40	How many certification applications and appeal requests are received every month?	We get roughly 350 applications per month but that could increase. We get roughly 20 appeals per month.
41	Is there an existing template format for documentation recommending an approval or denial?	Yes, we have templates for all outcomes.
42	We are currently a certified MBE with NYC SBS. Will our own pending MBE application with NYS be accepted for meeting the MBE requirement?	All entities must be NYS certified in order to meet the MWBE requirements.

No.	Question	Answer
43	Are SOC II or NIST 800-171 valid cybersecurity alternatives to ISO 27001 certifications? Is ISO 27001 required on award, or may it be pursued during performance? In our experience, ISO 27001 is a very expensive and burdensome framework to implement (6 months) and could add up to $100k to the initial cost and $10-15k/yr in recurring audit costs. Given the complexity of the desired system, we believe a clean-sheet build may be required with rolling or provisional cybersecurity approval.	We are not asking for bidders to be ISO certified - they need to meet the guidelines and controls outlined in the NIST and ISO 27001 standards for safeguarding ESD's data and systems they provide on our behalf
44	Page 11 - Section B says: "In this section of the Technical Proposal, Bidders should demonstrate relevant experience by providing the following:" and then there is nothing listed. Can you please clarify what is expected here?	Please see Addendum II of the RFP.

No.	Question	Answer
45	Page 11 - Section D says: "In this section of the Technical Proposal, Bidders should demonstrate their competence and capacity to undertake the services described in this RFP by providing the following:" and there is nothing listed. Can you please clarify what is expected here?	Please refer to Addendum II.
46	Can you confirm if references are required with proposal submissions? If so, how many references and what information should be included with references?	Three references should be included, two of these as part of the two engagements as outlined in Addendum II.
47	Can you share what technology stack was proposed in the previous engagement and if there is a preference? Was any software or subscription purchased, or anything already implemented in the originally proposed technology from 2021?	Nothing has been implemented but most of the application forms have been completed. The work was done by Cloud & Things, using the OutSystems platform.
48	We would like to request a 2-week extension due to the substantive questions being asked, the answers to which will significantly impact a thorough and accurate proposal.	Proposals are now due November 27.

NEW YORK STATE OF OPPORTUNITY. | Empire State Development

No.	Question	Answer
49	Will any data migration be required from the current system? If so, please provide the following information: What is the database that the current data is stored in? How many tables and records are in the current system? What technology is the current system developed in?	Data migration will be required but details will be discussed at a later stage since it will depend on what the current vendor is able to provide. The current vendor is B2Gnow.
50	Does ESD plan on extending the due date for this procurement? We will ask this as part of our formal questions but wanted to check and see if a decision to extend has perhaps already been made. Thank you for any information.	Yes, proposals are due November 27.
51	On Page 9 of the RFP "ESD IT PROJECT DELIVERABLE CRITERIA" is states "The Designated Provider's software must comply with the ESD IT Project Deliverable Criteria, attached as **Appendix A: ESD IT Project Deliverables**." However on the website Appendix a is listed as "Appendix A – ESD IT Security Standard Brief". Will an update to the documents be posted for the project deliverables?	Yes, please refer to Addendum II.

No.	Question	Answer
52	How important is for ESD to own the IP of this next gen software solution?	We are open to having an "out of the box" solution, provided it is flexible and customizable.
53	What is the available budget for the implementation of this software system? Should proposals provide a budget for Year 1 development and implementation and then subsequent years of maintenance?	We ask prospective bidders to approximate the total cost based on the scope of work. Proposals should include an estimate for development and provide a maintenance plan.
54	As this is a software solution solicitation, can bidders provide an alternate detailed budget structure than the requested format detailing hourly rates and estimated hours for staff?	Yes, addendum II has these details.
55	What is the requested go-live date for this software?	Approximately February 2026.
56	What is the contract duration for the project?	Contract details will be discussed at a later stage. We expect development to take approximately 12 months and then there will be a multiyear contract for maintenance.

No.	Question	Answer
57	Does ESD have an estimate on the number of users (internal Division staff, prospective applicants, prime contractors, etc.) this solution will need to accommodate?	- 100 internal users (including DMWBD and appeals staff) - Roughly 10,000 certified vendors - 3,500 vendors seeking certification per year - Users searching the business directory for certified firms The system should be easily scalable because we may seek to integrate more capabilities in the future.
58	To ensure adequate time to incorporate Q&A responses into our proposals, can ESD extend the proposal deadline by a week?	Proposals are now due November 27
59	Who was the selected vendor from the RFP issued in 2021, what was the value of that contract and the contract number?	The vendor was Cloud & Things
60	Per Section 2E Interface with Other Systems: What is the vendor of the compliance software mentioned for integration?	The vendor is B2Gnow
61	What is the period of performance for this contract?	Contract details will be discussed at a later stage. We expect development to take approximately 12 months and then there will be a multiyear contract for maintenance.
62	Does ESD intend to procure a Software as a Service solution with this RFP where hosting service and data storage costs are incurred by the vendor?	Yes, the costs should be part of the maintenance plan

No.	Question	Answer
63	Does Empire State Development intend to change from the software solution it had selected in the first RFP for this work? If not, what is the software solution that was in progress before cancellation?	We are open to all options. The previous vendor did approximately 80% of the application forms and business directory. Cloud & Things was developing a solution built on the OutSystems platform.
64	In RFP Section II.D, ESD identifies the user groups that will access this solution. What are the estimated number of users for each group: Businesses, DMWBD Certification Unit, DMWBD Customer Care Representatives, DMWBD Appeals Unit, Administrative Hearings Unit, DMWBD Business Developers Unit, DMWBD Agency Service and Compliance Analysts, and Agency and Authority Users?	- 100 internal users (including DMWBD and appeals staff) - Roughly 10,000 certified vendors - 3,500 vendors seeking certification per year - Users searching the business directory for certified firms The system should be easily scalable because we may seek to integrate more capabilities in the future.
65	In RFP Section III.A.2.c, ESD identifies four integrations as part of the certification process. What other integrations does ESD anticipate needing with the system for the scope of work included in the RFP?	Those are a few ideas. We can discuss further ones with the designated provider.

No.	Question	Answer
66	Regarding RFP Section III.B.3, would the model of maintenance decided by ESD commence after the period of performance for the contract resulting from this RFP ends? If not, what sort of transition period and/or data migration does ESD anticipate?	Yes, the period of maintenance would start after development.
67	Regarding RFP Section V.A.1, would ESD clarify what it means by "performing relevant quantitative analyses"?	See details in Addendum II.
68	In RFP Section VI.i, ESD indicated that proposals should "be bound and organized with dividers" but in RFP Section VI. Submission of a Complete Two-Part Proposal, ESD requests proposals to be uploaded via Dropbox. Would ESD please clarify?	All documents must be submitted electronically via a Dropbox which link has been provided. Please review the section on Submission of a Two-Part Proposal at the bottom of page 12.
69	Given uncertainty over the period of performance and the technology environment desired by ESD for this implementation, would ESD provide an extension to the due date of this proposal to December 6, 2024, to allow offerors enough time to reflect answers to questions in their proposals and provide ESD the utmost clarity in offeror proposals so that ESD can make the most informed decision?	We have extended the submission date until November 27.

No.	Question	Answer
70	What is the expected budget for this RFP?	We ask prospective bidders to approximate the total cost based on the scope of work.
71	What was the reason the prior selected firm was unsuccessful?	We went through a leadership transition and priorities changed.
72	Can you please share the materials that were completed by the prior firm such as architectural design doc, UX wireframes, feature mapping, requirements doc, etc. before we submit our response?	We will share these documents with the designated provider.
73	Are the same stakeholders who completed the "vision workshops" back in 2021 holding the same positions now and/or involved now?	The Subject Matter Experts that worked with the vendor are still part of the Division.
74	Are the five division units aligned on goals to be achieved by the RFP?	Yes, this RFP outlines the goals of the Division. Most of the work done by Agency Services and Compliance won't be part of this RFP, but we hope to integrate them in the future.
75	Were the stakeholder group(s) not satisfied with the work in 2021? If so, which groups?	The work was satisfactory but now with new leadership there is a new vision for the project.

No.	Question	Answer
76	Is it possible to take a "tour" through the existing user experience?	Yes, at a later stage.
77	In addition to training ESD staff, is there a need to supplement any team(s) with additional external resources?	Vendors should provide a plan that incorporates the best model to develop and maintain the system.
78	Is there currently a backlog of applications or appeals requests?	No
79	Would you be open to leveraging new technology such as artificial intelligence?	Yes, we are open to all technologies.
80	Are there any technological requirements (AWS / Azure, .Net / JAVA, etc.)?	Not specifically. Any software must meet the guidelines and controls outlined in the NIST and ISO 27001 standards for safeguarding ESD's data and systems.

No.	Question	Answer
81	- In the Scope of Work, it is mentioned that the system should facilitate the review of MWBE certification applications and include a workflow for automatic assignment of applications to analysts. Could you clarify if there is an existing set of metrics or criteria that should be used for this automated assignment, or should the Designated Provider propose and implement these metrics?	The Designated Provider should work with the Certification Team SME to come up with the best metrics.
82	For the Business Directory described in the Scope of Work, where it states that the directory should be available in both public and private modes, could you provide more details on the expected differentiation in functionality and data access between these modes?	The public directory will be a more restricted version of the private one. For example, we might disable the ability to export the whole directory. Certain fields might not be available to the public (these will be determined with the Business Development SME).
83	In Section III.A.2 related to Application Forms, it is indicated that AI tools should validate uploaded documents to ensure quality and prevent corrupted or password-protected files. Could you provide any guidelines or preferences for the AI tools or algorithms to be used for this purpose, or should this be determined by the Designated Provider?	This should be determined by the Designated Provider.

No.	Question	Answer
84	The RFP mentions integration with external systems such as the New York State Department of State and Google Maps. For these integrations, are there any existing APIs or frameworks preferred by ESD that should be utilized, or is it expected that the Designated Provider develops these interfaces independently?	The Designated Provider should develop these interfaces. Sometimes these integrations will be with current technologies (e,g,, Google Maps), or require collaboration with IT teams from outside entities (e.g., Department of State).
85	Section V.A outlines minimum qualification requirements for Bidders, including the need for experience with quantitative analysis and similar projects. Would providing case studies or project summaries that highlight relevant past work be sufficient to demonstrate this qualification, or are there specific metrics, data points, experiences or references that ESD expects to be included?	Yes, that is now included in Addendum II.
86	In the Appeals Management functionality detailed in Section III.A.4, the ability to manage documents related to hearings, including audio and video files, is specified. Does ESD have a preferred file storage and retrieval system that should be integrated, or will this be part of the solution proposed by the Designated Provider?	This should be part of the solution proposed by the Designated Provider. We seek to have everything integrated in the new system.

No.	Question	Answer
87	For the onboarding training mentioned in Section III.B.2, would ESD prefer a blended training model (in-person and virtual) or should the training be fully virtual? Additionally, are there specific training tools or platforms that ESD has used in the past that should be considered?	Fully virtual would be most suitable since we have staff across all of NYS. The Division does not actively use any training tools or platforms.
88	The RFP specifies the use of a CRM-like tool for customer care interactions. Are there particular CRM solutions currently in use or preferred by ESD that should be integrated or built upon, or does ESD expect the Designated Provider to propose and develop a proprietary solution?	We use Microsoft Dynamics but would prefer to have a solution integrated with the new system. This could be a proprietary solution or an integration with current software.
89	In the RFP's Scope of Work, it is mentioned that the software solution should be cloud-based to support various business processes. Does ESD have a preferred cloud provider, such as Microsoft Azure, Amazon Web Services (AWS), or Google Cloud Platform (GCP), that should be utilized for hosting the solution, or is it expected that the Designated Provider proposes the most suitable platform based on project requirements?	The Designated Provider should propose the most suitable platform.

No.	Question	Answer
90	When submitting the ST-220-CA and ST-220-TD, what are the correct details for the: • Covered Agency Name • Covered Agency Address • Covered Agency Number	Empire State Development 655 Third Avenue, New York, NY 10017 Agency Number: 212-803-3100
91	Can you confirm that utilization management for the utilization team is not a product requirement?	It is not a requirement. We envision integrating this in the future but it is outside the scope of work.
92	Could respondents receive copies of the architecture design document, UX wireframes, and feature mapping diagrams created during the previous contract? Are there any specific lessons learned or known limitations from the prior project that we should consider?	This will be shared at a later stage. We learned that we should minimize redefining requirements along the way to optimize resources. We now expect to have a strong set of requirements from the beginning and only make necessary changes at the end.
93	Can you confirm the types of data and supporting documents required for the various business entity types? Are there examples or templates of the desired dynamic form configurations?	Here are details of the current application and includes the required documentation by entity type: https://esd.ny.gov/doing-business-ny/mwbe/mwbe-certification-assessment#further-assistance We have templates of the desired configurations, we will share those at a later stage.

No.	Question	Answer
94	What is the expected level of end-user involvement in testing phases, and will the designated provider have direct access to end users for feedback?	We expect to be very involved in the testing phases, and the designated provider will have direct access to these users.
95	Could you specify the anticipated depth and format of the onboarding and training program for ESD staff? Will bids for continued training and support maintenance be included as part of this response, and if so, what is the initial period of performance (e.g., 24 months)?	We expect the vendor to conduct comprehensive training so ESD staff feels equipped and confident to use the new system. We welcome the bidder's experience with previous engagements to propose the training plan that makes more sense. Proposals should include a maintenance plan, there will be a multiyear support and maintenance contract after development is completed.
96	Could you clarify if mobile functionality is a strict requirement, and if so, what use cases require a mobile-friendly design? In our experience, MBE teams usually exclusively access these systems on desktop machines, ideally via web browser. Adding on a mobile-friendly requirement will meaningfully increase the cost of building an optimized UI/UX, particularly if phones need to be supported.	It is not a strict requirement, it is a "nice to have". It would be nice to have any public-facing component be mobile-friendly (such as application forms or business directory). Bidders can include in the proposal how much more it would cost to have this feature.

No.	Question	Answer
97	Can the due date for this proposal be extended due to the abbreviated time between Q&A responses and the proposal due date?	Yes, proposals have been extended until November 27.
98	No award date is indicated in the RFP. Is there an expected notification of award date?	Early 2025.
99	The RFP references Appendix A as "Appendix A: ESD IT Project Deliverables". However, the Appendix A attached to the email was "Appendix A - ESD IT Security_Standard_Brief.pdf". Can the Division please share the project deliverables appendix?	See Addendum II.
100	The prior vendor unsuccessfully completed 2 of the 5 component parts of the application. Does ESD expect a new vendor to use the existing component parts of the solution or start from a clean slate?	It depends on the proposed solution, at minimum some of the requirements defined during development with the previous vendor can be used.
101	Does ESD have preferred technologies or an existing technology stack (e.g., Salesforce, MS Dynamics/SharePoint, custom web development, etc.) that they would like a prospective vendor to use to complete these tasks?	No, we welcome any technologies. This should be a stand-alone product that doesn't rely on what we currently use.

No.	Question	Answer
102	Given that the prior work was unsuccessfully completed, can ESD confirm if the Vision Workshops covered all 5 component parts of the system, or are there some components which were not analyzed for requirements at all?	The Vision Workshops covered most of the components. Some of the requirements need to be updated due to new processes that we have in place now.
103	Did the Vision Workshops also address any expected organizational change (e.g., process improvements or changes, communication of changes internally and to other impacted groups such as the 97 state agencies/authorities, etc.)? Is organizational change management expected to be a part of this proposed work?	Vision workshops did not cover this, and organizational change management is not part of the scope of work.
104	Can the Division describe the APIs needed to integrate with the compliance solution (e.g., how many interfaces are expected, what information exchange formats are expected, with what frequency, etc.)?	These details will be discussed at a later stage with the compliance vendor and designated provider.
105	Does ESD require on-site presence from the consultant team? If so, is the on-site expectation full-time, part-time throughout the project, or at specific milestones of project development (e.g., at kickoff and during user acceptance testing, etc.)?	No, everything can be done remotely but open to on-site sessions if the designated provider recommends it based on their experience with previous engagements.

No.	Question	Answer
106	Are there restrictions against offshore resources being used on this project?	ESD Procurement Guidelines prohibit any dealing with companies that are currently conducting business with either Russia or Iran.
107	Does ESD have analytics software licensed by the agency such as Tableau or PowerBI, and/or help desk software that the project should expect to use as part of this implementation?	We do not. This should be a stand-alone product that doesn't rely on what we currently use.
108	If the vendor responding to the opportunity is a NYS-certified WBE, can it qualify for the 30% MWBE utilization on their own, or is there a percentage utilization which must go to an MBE as well?	This RFP assigns an overall 30% MWBE participation goal. The RFP does not assign separate MBE and WBE utilization goals. If the respondent has a New York State WBE certification they could fulfill the 30% MWBE goal without the use of additional subcontractors. Note, the RFP also assigns a 6% SDVOB goal. The respondent must demonstrate Good Faith Efforts to meet this goal as well.
109	Does ESD have expected format(s) for any executed documents provided back to applicants (e.g., are all executed Final Orders provided to the applicant in PDF format?)	All documents are provided in PDF formats.
110	Does ESD expect digital signatures to be a part of the contractor solution?	We do not require a digital signature.

No.	Question	Answer
111	Is "a tool to check for the validity of webpages provided" (Section III A 2 c ii) seeking to confirm that URLs provided by applicants lead to valid webpages? If additional validity is sought, can ESD clarify what is expected?	Yes, seeking to confirm if it leads to a valid webpage.
112	Transition of data and information from the Division's current platform is in scope for this project. Can the Division confirm if data is expected to be transitioned from more than one platform? How many prior years of data are expected to be migrated, and what is the Division's data retention policy?	It would only be transition from our current certification system. We will discuss data migration details at a later stage.
113	Who was the prior vendor?	Cloud & Things
114	What are the channels for customer care inquiries? Email? Phone? Chat? Webform? (and are their desired changes/ enhancements for the future state? For each channel used, what solution is used today? E.g. telephony for phone; chat platform for chat; webform product?	Customer inquiries are received via phone, email, and support tickets inside the certification system we use.

No.	Question	Answer
115	How are outreach campaigns conducted today by business development? Is there a marketing automation /engagement tool they leverage? a. What channels do they use for outreach? b. Are you seeking a marketing automation tool?	We use our current software (B2Gnow) to conduct outreach campaigns. We are not seeking a marketing automation tool.
116	What is the Compliance software leveraged today? What data needs to be shared between the RFP Software Solution and the Compliance software? Reports from Aus/Ags?	We use B2Gnow for compliance. The most important aspect is to share information regarding the certification status of vendors for compliance-related reporting.
117	What is the annual volume of: a. MWBE applications? b. MWBE appeals? c. MWBE re-certifications?	A) About 2000-2500 new applications B) Approximately 250 appeals C) 900-1200 recertifications We expect that this volume will increase in the coming years
118	"A tool to check for the validity of webpages provided" - does this mean to check that it's a valid URL? Or that there are no errors when the URL is clicked?	Seeking to confirm if it leads to a valid webpage.

No.	Question	Answer
119	For data migration: What is the current platform that the Division uses? What data will need to be migrated? a. MWBE Account b. MWBE Contact data c. Ongoing application data d. Ongoing appeals data e. Ongoing campaigns f. Other?	We use B2Gnow. For now, we would like to have the data of certified vendors and any vendor with a pending process migrate into the system. These discussions will be had at a later stage between the designated provider, current software provider, and the Division.
120	What were the primary challenges that led to the previous attempt at this work being halted?	The main challenge was change of leadership.
121	On page 11 re: Technical Proposal, it appears that there are missing bullet points about what the (B) Firm Experience and Qualifications section should contain and in (D) Project Plan / Approach. Can you clarify if the RFP is correct, or if there is missing information about what content should be included in these sections?	Please see Addendum II.

No.	Question	Answer
122	Is there an existing IdP that houses external business users today where new users would need to be created? Are there any specific guidelines for MFA (e.g., what apps can be used)?	No mandated IdP ESD standardizes on DUO for MFA, but other platforms would be considered if necessary.
123	Is the scope of messaging capabilities referenced in 3b/c, 4d, 7d, etc. alluding only to email or other communication methods?	Email
124	What mobile form factors need to be supported (tablets or phones)?	At least phones, but this is not a must-have requirement.
125	Is there a specific form the electronic signature must take (agreeing to the terms, typed name, digital signature)?	Agreeing to several terms and typed name.
126	How many user groups will need to be trained? How many users in each group?	All internal users (approximately 100), and possibly a subset of members of the public
126	What is the expected medium that training will be facilitated? (e.g., video, documentation, live sessions)?	We are open to all options, it has to be comprehensive and must be accessible to staff across all our offices in NYS.

No.	Question	Answer
127	The link to the State Finance Law and 139-k forms in Section VI.ii.ii appears to be broken. Can you resend?	See Addendum I
128	The link to the Encouraging the Use of NYS Businesses in Contract Performance Form in Section VI.ii.viii appears to be broken. Can you resend?	See Addendum I
129	The link to the State Tax Law Section 5-a Affidavit in Section VI.ii.ix appears to be broken. Can you resend?	See Addendum I
130	Do the Non-Discrimination and Contractor & Supplier Diversity Requirements need to be submitted with the proposal using anticipated resources or should it be withheld until contract negotiations and determination of final timing and resource availability?	Regarding OCSD-1, the form should be completed. On page 3, the goals should match those assigned in RFP. Regarding OCSD-2, enter the anticipated work force to be utilized on the contract. More detailed instructions on page 4 of the form. Regarding OCSD-4, enter the MWBE and SDVOB subcontractors to be utilized on the contract. If the subcontract value is not yet determined, enter $1 in column 6.

No.	Question	Answer
131	There are numerous other state application programs. Are any of the separate application sites tied back to what Empire State Development is doing? Are there any additional integrations/ connections associated with these?	For now, we only expect an integration with the New York Contract Reporter.
132	Why did you dismiss the previous vendor?	We did not dismiss the vendor. The contract ended and we were undergoing a leadership change at the time.
133	Are you looking for a new vendor to pick up where that vendor left off or completely propose an alternative approach?	It depends on the proposed solution.
134	Does NY Empire State have backend systems for Database and REST API or does it need to be developed as part of this project?	It needs to be developed.
135	We understand from the RFP that the external users need to be able to create account and login surely. Does the NY Empire State have a system in place for internal users (staff) Authentication/Authorization or does it need to be developed as part of this project?	This needs to be developed as part of the project.

No.	Question	Answer
136	Is the document management system in place or to be developed as part of this project?	Developed as part of this project.
137	Do the documents need to be validated by the system or will they be validated manually?	Application documents? We would like to use a mix of manual and AI tools to validate documentation.
138	From the RFP, we understand that the detailed requirements and wire frames are already prepared. Can NY Empire State share them so we can do more accurate estimations?	We will share them at a later stage. Approximately 80% of the wire frames are still applicable so we do not want to restrict the solution to these wire frames.
139	It is mentioned that NY Empire State is looking for Mobile Interface in addition to Web interface? Is Mobile interface to be Web based or a native Mobile App?	An app is outside the scope of work of this project.
140	Does the solution need to be hosted on cloud or on premises? If on cloud, any preference of cloud providers?	On cloud, no preference as long as they are compliant with security protocols.
141	How many internal users are anticipated to use the solution (i.e. requiring internal access)?	Around 100 internal users.

No.	Question	Answer
142	Does DMWBD/ESD have Salesfoerce Marketing Cloud or other marketing tools that could be used for outreach campaigns?	We do not.
143	Does the existing compliance software expose an API for the purpose of integration?	There is an API, details will be discussed at a later stage.
144	How many portal users (order of magnitude) are anticipated?	Around 100 internal users, 10,000 certified businesses, and 3500 users seeking certification per year. In addition, we expect users that will be searching for available firms in the business directory.
145	Are there any Personal/Private data that is sensitive, that could fall under the data privacy requirements? Are there any PII data and are there any requirements to protect data privacy?	Supporting documentation for applications is sensitive information, since it includes financial information and tax documentation. Only certain users will be allowed to view PII data.
146	Are there any Address Validation tools used to validate NY addresses ?	We do not have one now, but would like to have it as part of our new system.
147	Will the state provide the tools they wish to use or do they expect the vendor to recommend? If the latter, do the tool costs need to be included in the pricing?	We expect the vendor to recommend so the tool cost should be included in pricing.
148	What are the tools currently used to check webpage URL validity	We don't have any tools.

No.	Question	Answer
149	What information is needed to validate NY registrations with the Dept of State?	There is an API with the Department of State.
150	Does NY Dept of State expose an API for the purpose of validating NY business registrations?	There is an API.
151	Does DMWBD/ESD have a preferred electronic signature provider? (e.g. DocuSign)	We do not.
152	How many reports are in Scope?	This will be discussed between designated provider and Subject Matter Experts.
153	Will a data warehouse be used to aggregate data for reporting? Should data be exported to a Data warehouse ?	We are open to all options.
154	What are the metrics used to capture Team Productivity?	This will be determined by the designated provider and SMEs.

No.	Question	Answer
155	Can you clarify what 'read-in application data from other certifying entities' means? Does the system need to integrate or lookup this data? What are the "other certifying entities"? What are the security requirements/restrictions to share data to the "other certifying entities"?	The language is currently vague because we do not have anything in place. Details for this will be discussed if we reach a reciprocity agreement. We know that for this to be possible, we need a flexible system that allows for importing/exporting data points and documentation from other certifying entities. I
156	How often are questions added or removed ? and what is the nature of change ?	Every few years we need to make changes either because of new initiatives (improved processes), or required legislation (such as adding new ethnicity categories).
157	Which user personas will be able to manage applications/questions?	Certification team.
158	What are the metrics used to assign the application to the Certification Analysts?	This will be determined by the designated provider and Certification Team SME.
159	What are the requirements to approve or deny certification? What are the requirements to produce a "Work Product"?	More details can be found here: https://esd.ny.gov/doing-business-ny/mwbe/mwbe-certification-assessment Relative to a work product, the certification analysts will need a means to identify that certification criterias have been met – the ability to link to documents or to snip portions of documents that show whether the criteria is met .

No.	Question	Answer
160	Is the approval process a "Tiered Approval process ? – Is there a scenario where the application that is being reviewed by the QA team be sent back to the certification analyst for rework and be reassigned to the QA team member directly ?	Yes, applications move between analysts, supervisors, and QA team often.
161	Are determination letters sent via physical mail? Or is email sufficient? (In addition to posting on portal)	Email is sufficient.
162	Are there any cooling period OR expiry period to file an appeal ?	From the date of denial determination, the applicant business has 30 days to submit an appeal request. For recertifications that are denied, that firm must remain on the directory through the pendency of the appeal. If no appeal is received in 30 days they should be removed from the directory.
163	Will Administrative Hearing units have access to Salesforce ? How will the application data be shared between groups ?	No, application data sharing should be part of the solution. The data will be stored in the system and will have different permissions depending on the user.
164	How are the final orders sent to the applicant? How will the applicant be notified ? (e.g. Mail, email, portal)	Final orders are sent via certified mail and email.
165	Are "Final Orders" delivered via physical mail? Or is email sufficient? (In addition to posting on portal)	Final orders are sent via certified mail and email.

No.	Question	Answer
166	Are there any requirements to enable the Administrative Law Judge or Judge's office to schedule a hearing ?	No, there are no requirements. This is done based on availability.
167	Is there any desire for "case deflection" capabilites, such as knowledge articles, chatbot?	We would like to have a knowledge base.
168	Which channels can be used for Case creation? (e.g. portal, email, phone)	For the CRM tool? Portal, email and phone.
169	Are there any existing Survey tools that must be considered ?	No.
170	How complex are the surveys ? Are the survey questions static or generated/selected based on conditions ?	The customer care surveys are very simple, just asking about how satisfied the customer was with the help provided
171	Does DMWBD/ESD already have licenses for Salesforce Maps or other mapping tool?	No.
172	What is considered full functionality? It this related to additional search parameters or some other additional functionality>	Full functionality refers to access to all search parameters, output, and ability to export data.

No.	Question	Answer
173	Please elaborate on the requirement to save the search crtieria and output. Is this specific to the user? If so, is this saved as a future default search or is the idea the ability to print/pdf the criteria and output	All users in the public mode will have access to the same criteria and output. In terms of private users, this will be further discussed with the Business Development SME (ESD staff might have different permissions than Ag/Aus users)
174	Are there any APIs available for New York Contract reporter application ?	The system is currently being revamped so this is to be determined.
175	What are the rules to match vendors to opportunities ?	Initially, matching should be done based on geographic region and industry type.
176	What channels are needed to send outreach campaigns (ex. Email)? What additional information is needed to be tracked for events (registration, attendance)?	Outreach campaigns are done through the current portal. Details for this will be finalized with the Business Development SME.
177	Should all page layouts be designed to be mobile friendly ? Or are there any particular page or functionality that must be considered for mobile layout?	Public-facing components (application forms and business directory) should ideally be mobile-friendly.
178	Must all capabilities be available on mobile devices? Or can certain capabilities be available only on non-mobile devices?	Public-facing components (application forms and business directory) should ideally be mobile-friendly.

No.	Question	Answer
179	What is the current platform in use? What are the volumes of data expected for migration?	We currently use B2Gnow, data volumes will be determined at a later stage.
180	Is there a preferred format for the proposal response (Word, PowerPoint, etc)?	A PDF document.
181	Would it be possible to share a list of interested bidders or provide any guidance on how we might connect with primary bidders seeking subcontracting support? We are eager to contribute to the success of this project and leverage our background in government contracting to support ESD's mission effectively.	We don't have a list of interested bidders. However, entities that wish to participate as a subcontractors can request to be put on the list of interested MWBE or SDVOB if they are NYS Certified.
182	What ADA/Section 508/accessible requirements must the solution comply with? (Appendix A - ESD Information Security Standard Brief)	Any network-based information systems, applications developed, or programming delivered to ESD, will comply with Section 508 of the Rehabilitation Act of 1973. This Act states that State Entity Information Communication Technology shall be accessible to persons with disabilities as determined by accessibility compliance testing. For more information visit https://www.fcc.gov/general/section-508-rehabilitation-act.

No.	Question	Answer
183	Please provide additional detail regarding the Vision Workshops and the key requirements, user perspectives, and/or specifications identified. (Previous Work, p. 3)	The scope of work outlined in the RFP relies heavily on the Vision Workshops. These will be shared with the designated provider.
184	Is SaaS (software as a service) an acceptable option for the delivered solution?	We are open to all solutions.
185	Does ESD have specific requirements around hosting solutions in terms of platform, security, etc. (e.g. Amazon AWS, Microsoft Azure, etc.) (Scope of Work, p. 5)	We are open to all solutions.
186	Is there a location requirement for where the work must be performed, e.g. only in the United States, only in North America, or globally? (Scope of Work, p. 9)	ESD Procurement Guidelines prohibit any dealing with companies that are currently conducting business with either Russia or Iran.
187	Is there a location requirement for where the system is hosted, e.g. only in the United States, only in North America, or globally? (Scope of Work, p. 9)	See above.
188	How will ESD evaluate proposals that include most of the functionality but not all? (Selection Criteria, p. 10)	The proposal should explain why the bidder is not able to provide all functionality.

No.	Question	Answer
189	Please elaborate on the specific functionality that is desired for this requirement: "Build an integration with the New York Contract Reporter to match vendors to opportunities." as NYCR currently has a mechanism that emails vendors based upon sign up and commodity code selection. (Scope of Work, p.9)	This is a "nice to have" requirement that will depend on what is possible to do with the New York Contract Reporter. We would like for the firm to have a curated list of opportunities based on industry type and geography.
191	Please provide the documentation around workflow and process improvements created during the previous work? (Previous Work, p. 3)	Documentation will be shared with the designated provider.
192	Does ESD anticipate the need to provide system access to outside consultants or third party entities for application review / processing? (System Users, p. 4)	It is possible. Currently some outside entities help applicants prepare their applications.
193	Is there a weighted scoring mechanism of the Selection Criteria for the overall proposals? (Selection Criteria, p. 10)	The RFP and Addendum II outline the selection criteria.
194	Is there a weighted scoring mechanism for the different functional elements required in the system for purposes of comparing the various proposals? (Selection Criteria, p. 10)	The scoring committee will determine this once we start evaluating proposals.

No.	Question	Answer
195	Should the cost proposal include costs associated with the "transition and maintenance" defined on page 9 of the RFP: "1. Facilitate transition of data and information from the Division's current platform to the new software. 2. Provide onboarding training to ESD program staff, technical assistance, "Helpdesk" services and dedicated relationship manager(s) during the lifetime of the use of the Designated Provider's software." (Scope of Work, p.9)	The cost proposal should include how much development is expected to cost (based on number of hours and staff required). In addition, the maintenance and transition plan should approximate how much it will cost to maintain the system (such a subscription cost) and support.
196	Should proposers include maintenance and support costs beyond the custom development and initial system build? (Scope of Work, p.9)	Yes, the maintenance and support costs should be separate from development.
197	Is there a defined term for the contract that will result from this RFP?	Approximately 12 months for the initial build.
198	Has the division defined a desired or not-to-exceed timeline for the development and implementation of the next generation system? (Schedule of Dates, p. 9)	We expect development to take approximately 12 months.

No.	Question	Answer
199	Does the Division intend to review and approve specific functional elements of the system as part of the development phase? (Scope of Work, p. 5)	We expect to review all aspects of the work being done in collaboration with the Division's SMEs.
200	Does the Customer Care unit have any existing KPIs or metrics related to their tasks, activities, and responsibilities? (Scope of Work, p. 7)	The customer care team currently operates under a best practices guide which outlines their day to day. This could be shared with the desigated provider at a later stage.
201	Please provide some examples of commonly asked questions or inquiries that the customer care unit responds to? (Scope of Work, p. 8)	We receive questions pertaining to: (1) Technical Assistance on how to sign-in to system, respond to inquiries, clarification on questions asked, status of application (2) Information related to upcoming events and initiatives
202	What other staff or teams does the customer care unit engage with in order to respond to vendor inquiries? (Scope of Work, p. 8)	Most of the inquiries are application-related so they mostly engage with the Certification team.
203	What is the total number of certified firms the system should be able to handle? (Scope of Work, p. 5)	We currently have about 10,000 certified firms but that number will likely increase in the coming years.
204	What is the total number of applications being submitted in an average year that the system should be able to handle? (Scope of Work, p. 5)	Approximately 3,500 applications submitted per year.

No.	Question	Answer
205	Is the system required to be penetration tested? If yes, how often and what are the requirements around provision of a written report? (Appendix A)	Penetration testing should be done annually with a summary report of findings and remediation plan for critical issues provided to ESD.
206	Is a delivery of the system via a multi-tenant hosted solution acceptable?	We are open to all solutions as long as it is flexible and easy to customize.
207	Will initial and/or ongoing vendor support be required (i.e. via vendor support reps)? (Scope of Work, p. 5)	Yes, definitely initially and we ask bidders to propose the best maintenance plan after the initial build.
208	Will initial and/or ongoing vendor training be required (i.e. via vendor training reps)? (Scope of Work, p. 5)	Yes, vendor training is initially required and welcome ideas on what makes sense moving forward.
209	Will initial and/or ongoing staff training be required (i.e. via staff training reps)? (Scope of Work, p. 5	Yes, staff training is initially required and welcome ideas on what makes sense moving forward.

No.	Question	Answer

210	For a proposed hosted solution, please describe all applicable data security and/or organizational control requirements (i.e. SOC 2 Type 2 audit)? (Appendix A ESD Information Security Standard Brief)	Please review to the standards on the security brief. Additional information provided below:
		
		• Mandatory Deliverable – Security Management Plan
		  • Must be received within 30 day of contract signing
		  • Data Security model, including classification, controls and encryption
		  • Data Retention
		  • Transaction Security including definition of user roles
		  • Physical Security, including disaster recovery, continuity and backups
		  • Identity Access Management, including authentication and transaction auditing
		  o Secure access to platform must be provided, managed and documented
		  • Passwords must be at least 14 characters in length, comprising of at least 1 upper case, 1 lower case, 1 number and a special character. Do **not** use the "&" symbol. Passwords are required to be changed on an annual basis.
		  • Patch Management approach
		  • Security Logging
		  • Vulnerability Scanning, monitoring and remediation
		  o ESD will provide service level requirements based on prioritization and severity classification of risk
		  o Pentation testing should be done on an annual basis with summary reporting and remediation plan of critical issues provided to ESD
		  • Adherence to ESD, NYS and Federal Cyber Security and Information Security Polices and Laws

No.	Question	Answer
211	If a hosted SaaS solution is not acceptable, what is the intended hosting environment?	All options are acceptable.
212	If a hosted SaaS solution is not acceptable, what are the intended maintenance (i.e. defects), software update (i.e. improvements and refinements), and security (i.e. security updates/patches) requirements? (Scope of Work, p. 9)	All options are acceptable.
213	If a hosted SaaS solution is not acceptable, what is the intention with respect to code ownership, licensing, and multi-client utilization? (Scope of Work, p. 9)	All options are acceptable.
214	What is the timeline for this RFP with regard to contract award and desired project kickoff date? (bids received / contract awarded) (Schedule of Dates, p. 9)	We hope to start February-March 2025.
215	What is the preferred timeline for the delivery of key functionality? (Schedule of Dates, p. 9)	The complete product should be completed approximately 12 months after kickoff meeting.

No.	Question	Answer
216	How many individuals will need access to the solution in each of the following system user use cases? ● DMWBD Certification Unit: ● DMWBD Customer Care Representatives: ● DMWBD Appeals Unit: ● Administrative Hearings Unit: ● DMWBD Business Development Users: ● DMWBD Agency Service and Compliance Analysts:	- Certification team: 40 users - Customer care: 5 users - Appeals: 25 users (Including Hearings Unit) - Business Development: 10 users - Compliance and Agency Services: 10 users - Agencies and Authorities: there are 97 Ag/Aus that mostly use the system for compliance-related reporting. They will use the business directory to search for certified firms.
217	● Do you want an authenticated portal experience for the agency and authorized users? If YES: ● how many individuals on behalf of the agency/authorized users do you anticipate logging into the portal experience? ● Do you anticipate any of them logging in 3 times a month or more? ● If yes, approximately what percentage?	Yes. Ag/Aus will use the business directory. Currently, most of them use it without logging in, just to verify if a vendor is certified. If the new business directory in the private mode is way more powerful than the public one, then we might expect them to log in. Ag/Au staff ranges from 1 to 200, so we could potentially expect 1,000 staff using the directory.

No.	Question	Answer
218	How many business users do you anticipate in the solution? ● Do you anticipate only one account creation per business or do you anticipate multiple profiles per business? ● If multiple profiles, how many total individual users on behalf of businesses will be logging into the portal? ● Do you anticipate any of them logging in 3 times a month or more? ● Approximately what percentage?	There are close to 10,000 certified vendors, and we receive close to 2,500 new applications each year. The system should be scalable since we expect more applications in the coming years. Some businesses have several users so the solution should accommodate for this. Login activity will depend on several factors. If they are preparing an application or their application is under review, there will definitely be more than 3 monthly logins.
219	Interface with other Systems - Compliance - What are the systems, data sources, business processes and applications that comprise the Compliance Related Functions ?	The compliance-related functions are outside the scope of work of this RFP. Compliance only needs to know whether a business is certified.
220	Interface with other Systems - Compliance - Please describe the data types and feeds into and out of Compliance and into and out of the requested Certification and Business Development solution. Include estimated volume and frequency of data exchange. Ex. Application Forms, 100 per day	Compliance needs to know whether a business is certified.
221	Interface with other Systems - Compliance - What are the current solutions for integrating with Compliance ?	Everything now is under one system (B2Gnow).

No.	Question	Answer
222	Interface with other Systems - Compliance -Please describe the Certified Business Directory technically. What is the technology stack, vendor, integration protocols and underlying data repositories ?	Our current system is B2Gnow. The directory can be accessed here: https://ny.newnycontracts.com/ (scroll down to NYS Directory of Certified Firms)
223	Build an integration with the New York Contract Reporter - Please describe the contract reporter technically(technology stack, vendor, integration protocols and underlying data repositories) and the types of data, data volume and frequency.	New York Contract Reporter can be accessed here: https://www.nyscr.ny.gov/contracts.cfm It should be noted that is currently being revamped and a new version will be available soon. The designated provider will be able to speak to the developers of the Contract Reporter at a later stage.
224	What are the current integration solutions being used?	We do not have integrations in the current system.
225	Please describe the API Integrations in detail that will help the Division track support extended to MWBEs across various programs	This is to be determined between designated provider and SMEs.
226	Please describe the databases and data sources used by New York State agencies and authorities for accessing and sharing information on certified MWBE firms, state contracts, and vendor performance.	All is housed under B2Gnow.

No.	Question	Answer
227	Please describe the interoperability with state and third-party systems for reporting, such as workforce and demographic data for MWBEs, allowing DMWBD to monitor compliance and participation in state contracts efficiently.	All is housed under B2Gnow and is outside the scope of this RFP.