

**New York State Office of Temporary and Disability Assistance
Center for Employment and Economic Supports
SSP Notifications (Print, Alternate Format and Mail Services) IFB
IFB QUESTIONS AND OTDA RESPONSES**

Question #	IFB Section Number	IFB Section Name	IFB Page Number	Question	OTDA Responses
1	N/A	N/A	N/A	May a company bid just on Lot 2, or are you only accepting bids on the entire project (both lots)? Can vendors bid only the parts of Lot 2 in which they possess production capabilities?	A company may bid on Lot One, Lot Two or both lots. If bidding on Lot 2, a company may bid on all items, or specific items in Lot 2.
2	3	Scope of Work/Specifications	37	For Lot 1, on the 6 x 9 ½ open side envelope, you are asking for 28# Recycled Wove. Your quantity is too low for the minimum order. May I substitute with 24# White Recycled Wove?	The OTDA has determined that substituting 24# White Recycled Wove for the 28# Recycled Wove is acceptable, as long as the difference in weight does not disrupt the efficiency of the bidder's mail equipment or the integrity of the contents of the mailing.
3	N/A	N/A	N/A	Is there a specific definition for bona fide printing companies?	A vendor bidding on Lot 1 (or for the Large Print Alternate Format in Lot 2), must be a bona fide printing company possessing the printing equipment capable of producing the printing requirements described in the IFB.
4	2	Administrative Information	30	There are no forms listed for Disability Benefits in 2.18.2.12.2. Also, section 2.18.2.12.4 of the IFB references SECTIONS 2.17.12 AND 2.17.18, however 2.17.12 doesn't reference forms and section 2.17.18 does not exist in this IFB.	<p>2.18.2.12.2 Proof of Compliance with Disability Benefits Coverage Requirements is amended as follows:</p> <p>2.18.2.12.2.1 A Contractor seeking to enter into a contract with the State of New York shall provide one of the following forms to the Office of Temporary and Disability Assistance at the time of bid submission or shortly after the opening of bids:</p> <ul style="list-style-type: none"> • 2.18.2.12.2.1.1 Form DB-120.1 – Certificate of Disability Benefits Insurance; or • 2.18.2.12.2.1.2 Form DB-155 – Certificate of Disability Benefits Self-Insurance; or • 2.18.2.12.2.1.3 CE-200 – Certificate of Attestation of Exemption from New York

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					State Workers' Compensation and/or Disability Benefits Coverage. 2.18.2.12.4 – When submitting the appropriate Workers' Compensation form and Disability Benefits form as referenced above, the Office of Temporary and Disability Assistance, 40 North Pearl Street, Albany, NY 12243, must be named as the Entity Requesting Proof of Coverage (Entity being listed as the Certificate Holder), Issuing Government Entity, or otherwise identified as required by the form.
5	N/A	N/A	N/A	Who is the incumbent contractor?	There is no incumbent contractor. The specific printing and mailing services included in this IFB are being sought for the first time in order to support a new program beginning in October 2014.
6	N/A	N/A	N/A	Can you provide the bid results from the previous bid?	There are no previous bids. See response to Question 5.
7	3	Scope of Work/Specifications		Can the agency's mailing indicia be utilized? (or the contractor's)	The contractor's mailing indicia shall be utilized.
8	3.5	Specifications	36	What are the batch size characteristics? Do you have production history?	The batches will be of varying sizes. The OTDA can be flexible about batch sizes as long as all timing requirements for notice production and delivery are met. As noted in the responses to questions 5 and 6, this is a new program so there is no production history.
9	Appendix D	Price Schedule and Bid Submission	8-10	In Appendix D, pages 8-10 of the forms, there is indication of 28 different notice types. Can you please send us samples for most of the 28 different notice types?	Attached are some samples of typical notice types.
10	Appendix D	Price Schedule and Bid Submission	8-10	In Appendix D, pages 8-10 of the submission forms, where there are specifications of the annual orders	The information on the forms that are printed for completion by the SSP recipient will be static.

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				above one per year, will each document have unique information and will the content change? Or will the information be static?	However, some of the content of the notices and/or letters used to transmit the information will be client specific.
11	3	Scope of Work/Specifications	36	In section 3.5.1.3.5 on page 36 of the IFB, will the correspondence documents received in PDF format and in PDF-A format be text extractable information or will the files be image based?	The documents will be text extractable. We have attached samples for your review.
12	3	Scope of Work/Specifications	38	In section 3.5.4 on page 38 of the IFB, under item 2, will the Braille need to be embossed on both sides of a sheet?	We will not require that the Braille be embossed on both sides of a sheet. However, the vendor should submit a bid which reflects the most economically feasible option that would result in a savings to the OTDA.
13	3	Scope of Work/Specifications	38	On page 38, section 3.5.4, given that the average daily volume for mailed notices under Lot 2 will be lower than 500 units per day on average (based on the estimated annual volume), is it mandatory to include USPS classification reform requirements, including bar coding/Intelligent Mail Barcode (IMB) on the mailing labels? Our experience is that these postal discounts do not apply to lower volumes as proposed.	Bar coding/Intelligent Mail Barcode must be applied where postal standards are met. If these discounts do not apply to lower volumes, the contractor will not be expected to provide them.
14	2	Administrative Information	12	On page 12, section 2.1.5, it is indicated that the contractor will need to supply notices in English, Spanish, as well as Russian, Chinese, Korean, French Creole, Arabic and Italian. Can you please provide a breakdown of anticipated volume of each form in each language?	All standard notices must be printed in English and Spanish. We anticipate that the instances where notices will need to be printed in other languages to be limited in scope.
15	Appendix D	Price Schedule and Bid Submission	98-101	In Appendix D, on pages 98-101, under the estimated number of annual orders column, how does the volume cycle throughout the year? Is it spread evenly throughout the year or is the volume	While we have no history to rely on for the production of notices, with one exception, we do anticipate that our needs will be fairly consistent throughout the year. In August 2014, we anticipate a

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				concentrated on a given month, or day of a certain month? Are there “spikes” in volume during different times of the year?	mail out of approximately 1.1 million will be needed to inform recipients of the SSP change.
16	2	Administrative Information	12	For 2.1.5 – the Contractor must demonstrate the ability to print all notices in English and Spanish, and upon request, in other languages including, but not limited to Russian, Chinese, Korean, French Creole, Arabic and Italian, that will be translated and provide by OTDA or by their designee. We have the ability to produce Braille in English, Spanish, French and Italian. The dot structure for the other languages listed is remarkably different and we would not be able to produce Braille documents in those languages. In addition, for some of the languages listed, audio would not be an option. Will this disqualify us from bidding?	OTDA is requiring that the notices in Lot 1 and the Large Print Alternate Format notice in Lot 2 be printed in English and Spanish and, upon request, the other languages listed in 2.1.5. OTDA is not requiring at this time that the other Alternate Format notices be produced in languages other than English.
17	3	Scope of Work/Specifications	33	For 3.1.6 Braille – the specification calls for the following: 100lb. weight, pin feed 11 ½ by 11 paper. We have the capability to produce the finished Braille on 11 ½ by 11 paper, but this has not been the industry standard for some time. Is there an option to produce the Braille on standard 8 ½ by 11 paper? The standard 8 ½ by 11 paper is also less expensive and its use may result in cost savings to OTDA. Do you have a specific size of the mailing tube?	The OTDA will not require the contractor to use 11 ½ by 11 paper if there is a less expensive industry standard for Braille production. As with the response to question #13, the vendor should submit a bid which reflects the most economically feasible option that would result in a savings to the OTDA.
18	3	Scope of Work/Specifications	33	For 3.1.7 Braille transcription, we have a certified transcriptionist on site but not all of our transcribers are certified. Is this adequate for this contract?	OTDA requires that the Braille notices produced by the contractor are accurate, and that a quality assurance process is in place to ensure this occurs. The contractor will be required to submit transcribed standard forms and notices to the OTDA for review and approval.

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19	3	Scope of Work/Specifications	38	For 3.5.4 Lot Two: Alternate Formats – the specification calls for the following: Postal Container: Tubes designed for mailing or storing Braille sheets of up to 11 ½ by 11 inches. We use 12 x 14 paper peel and seal envelopes not tubes. We don't understand why Braille would be rolled up? This can result in the embossed Braille being pressed down and making it more difficult to read. Will 12 x 14 envelopes be sufficient?	Yes
20	3	Scope of Work/Specifications	39	For 3.6.1 (and related to the “adjusted required timeframe” in 3.6.5) – the contractor will ensure that all mail processing occurs within 24 hours as the notices are received by the Contractor. Can we obtain sample statements and/or data samples? Braille Transcription, Large Print Transcription and Audio Scripting can be time consuming. Without seeing the actual statement, the estimated volume per batch, and how it is being delivered to us, it is not possible to assure a 24 hour turnaround time. Is there any flexibility on turnaround time for the alternative format materials? We currently process thousands of statements and notices daily; where it may be possible to turnaround the OTDA statements in 24 hours, we cannot be sure without more information.	See response to question 9 for samples of standard notices and the amendment to the IFB. The OTDA understands that additional time may be needed to produce alternate format notices and is willing to discuss establishing a processing timeframe that is doable for the contractors while still meeting OTDA timeliness standards. Please note that all individuals who receive an alternate format notice will also receive a standard notice.
21	3	Scope of Work/Specifications	39	For 3.6.2 – the Contractor will ensure that it is prepared to provide all mail fulfillment services every Monday through Saturday. Other than for the Special Runs mentioned in 3.10.3, is there flexibility to change the service days to Monday – Friday?	All mail fulfillment services must include Monday through Saturday.
22	3	Scope of	38	Are you able to provide a sample of an Audio	We do not have the capability of providing samples

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		Work/Specifications		Conversion CD? Providing the text and the CD?	for alternate notices of any kind at this time.
23	3	Scope of Work/Specifications	40	Regarding postage, will a postage escrow account be set up? Meaning, postage account to be funded in advance for mailings and then drawn on as mailed?	The contractor will set up a postage account. OTDA is unable to provide contractors with an advance for postage. However, OTDA will develop a schedule with the contractor to reimburse them for postage costs on a regular basis in order to avoid any undue hardship.
24	3	Scope of Work/Specifications	39	Do you have a specific size of the label?	We are not requiring a specific size as long as it can accommodate address, bar code and return address.
25	3	Scope of Work/Specifications	38-39	Are the CDs for the Audio Conversion CD going to be provided?	No
26	3	Scope of Work/Specifications	41	3.6.8.1 references Self Mailers being tabbed, but there are no Self Mailers referenced in the items to price	Please disregard references to Self-Mailers. We do not anticipate using them at this time.
27	N/A	N/A	N/A	Do you have an estimated daily quantity you can provide?	While there is no production history, we based our numbers on an assumption of a monthly notice count of approximately 40,000. When broken down on a weekly basis, up to 2,000 notices of varying sizes per day could be used for planning purposes.
28	N/A	Cover Page	1	Will the BID information be posted after they are opened on December 24, 2013 if we are unable to attend the BID Conference?	Yes, BID information will be posted on the OTDA's website at http://otda.ny.gov/contracts/procurement-bid.asp Regarding BID Opening: Per the IFB Cover, Bidders planning to attend were required to e-mail Constance.Blais@otda.ny.gov no later than December 9 th , 2013. The date for reservations for attending has passed. There will be no extension.
29	3	Scope of Work/Specifications	38	For the items under audio conversion, are the items that have the larger quantities personalized or are they just multiple copies of the same document?	The items required for audio conversion consist largely of static language with a small amount of client specific information.
30	Appendix D	Price Schedule and		Under Lot 2, it appears that the base price and the	No. Prices should be based on the cost of converting

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		Bid Submission		additional page price are based upon the single sided print page. But Large Print Notice refers to the price of making the braille copies after the master copy is created. Is this correct? If this is correct then are we pricing the copies at the price per interpoint Braille sheet or single-sided Braille sheet?	the number of pages included in a Standard Notice to the Alternative Format of that notice.
31	Appendix D	Price Schedule and Bid Submission	101	For Lot #2, Item #4 is the estimated annual quantity supposed to be 1200/year as indicated or 2,000/year as indicated when column A, B and C are multiplied and added?	The estimated annual quantity should be 2,000 per year. Please see Amendment to the IFB.
32	3.6.5	Scope of Work/Specifications	39	Does the reference to 24 hours in the contract mean business hours or does it mean a calendar day? There is one point in the contract where it says that large jobs may need 3 days to be completed, hence the question.	Calendar day
33	3	Scope of Work/Specifications	N/A	Can a bidder submit pricing for alternate paper weights and packaging in order to use the most economically feasible options available?	Bidders may submit pricing for alternate paper weights and packaging, provided that the bidders remain responsible for maintaining the integrity of the notices, and understand that they will be held to the same standards as set forth in the IFB.