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## Contracting Opportunity

**Title:** Alternate Formats for Blind and Visually Impaired

**Agency:** Temporary & Disability Assistance, NYS Office of  
Bureau of Contract Management

**Date of Issue:** 08/04/2014

**Due Date/Time:** 08/08/2014 4:00 PM

**County(ies):** All NYS counties

**Location:** New York State - Statewide

**Classification:** Miscellaneous - *Commodities*

Advertising, Graphic Arts, & Marketing - *Commodities*

Miscellaneous - *Consulting & Other Services*

Printing - *Commodities*

**Opportunity Type:** Requests for information (RFI) and Requests for Comment (RFC)

**Entered By:** Constance Blais

**Description:** The New York State Office of Temporary and Disability Assistance (OTDA) is seeking information from the vendor community with this Request for Information (RFI). This is not a Request for Proposals. The purpose of this RFI is to:

1. Identify providers including New York State Certified Minority and Woman Owned Business Enterprises, (or eligible to become NYS Certified) and Small Business Enterprises; who can provide ALTERNATE FORMATS, such as CD Data Files, CD Audio and 18 pt. Font;
2. Elicit information that may be used by the OTDA to procure these services under the discretionary purchasing authority granted by the New York State Finance Law, or to develop Invitations for Bids (IFBs), although no guarantee can be made that any such solicitation will be issued. Primarily, information sought will pertain to vendor required specifications in order to provide quotes or bids with comprehensive pricing to the OTDA.

**THIS IS NOT A SOLICITATION FOR BIDS.** The OTDA is not responsible for reimbursing any costs involved in preparation and submission of any response to this RFI. Responding or not responding to this RFI does not preclude participation in any future IFB, if any are issued. The information

provided in the RFI is subject to change and is not binding on the OTDA.

**BACKGROUND:** The OTDA is responsible for supervising assistance programs in New York State that are administered by the social services districts in the 58 counties and New York City. OTDA's functions include: Providing temporary cash assistance; providing assistance in paying for food; providing heating assistance; homeless housing and services programs; fair hearings and providing assistance to certain immigrant populations. The administration of these programs requires the use of forms designed to collect information from individuals needed to determine eligibility and benefit amount. Additionally, a variety of letters and notices are used to make households aware of program requirements, changes to benefit amounts and appeal rights and decisions. These forms and notices are mailed out at various times throughout the year.

Currently OTDA does not offer documents/forms/notices in an alternate format. The OTDA is seeking information on how to best provide and deliver, on a timely basis, notices in alternative formats including 18 pt., audio CD, and data CD as requested by certain OTDA program beneficiaries, in compliance with the Federal Americans with Disabilities Act (ADA), or any other State or federal law with respect to blind and visually impaired individuals.

The most pertinent Static Forms with examples in Multiple Languages, and samples of Client Notices with Spanish examples, are attached to this RFI.

Based on the attached samples, the OTDA is seeking information that will provide answers to the questions listed below. Please indicate which services are not customarily provided.

1. What information is needed to provide pricing?
2. Are volume discounts available, what are the volume tiers?
3. What format does the OTDA need to transmit the static forms?
4. What format does the OTDA need to transmit the dynamic client notices? This must be a secure transmission.
5. How much time is required between the contract award date and the date of operation?
6. The Dynamic notices must be provided in English and Spanish versions of all alternate formats. Can this service be provided, and would there be an additional charge?
7. Static Forms must be provided in the following languages, can this service be provided and would there be an additional charge?
  - Spanish
  - Arabic
  - Chinese
  - French
  - Haitian-Creole
  - Korean

- Russian
  - Vietnamese
  - Yiddish
  - Italian
8. A “cover sheet” or in the case of the Audio CD, an "audio statement", informing the client of interpreter services in the languages listed below is required and must be included with all dynamic notices (see attachment “CoverSheet”). Would there be additional charges for this service? (Please note the OTDA has determined that the language translation must be done by a native speaking person):
- Spanish
  - Arabic
  - Chinese
  - French
  - Korean
  - Russian
  - Vietnamese
  - Yiddish
  - Italian
9. Can transmission of data files be accepted and converted to alternate formats on weekends?
10. Notices are time sensitive, requiring a 24 hour turn-around time from receipt of a transmitted file from the OTDA to the mailing of the alternate formatted document. Is there a quantity/volume where 24 hours will not be sufficient time to complete the batch?
11. How would each of the attached samples be categorized, using levels of complexity: low, medium and high? Please categorize the Cover Sheet, as well.
12. Can providers receive daily files at 6 a.m., Monday – Sunday and other times as needed?
13. What are the most efficient and cost effective methods of shipping, including containers/packaging, that is secure, will maintain confidentiality and meet our time sensitive requirements?
14. The OTDA is open to economically feasible suggestions that support the OTDA’s intent to provide alternate formats for blind and visually impaired individuals.
15. Is there any readily available descriptive literature you would like to include about your organization?

**Additional Information:**

Name, address and primary business of Company

NAICS Code(s)

Name, title, e-mail address and telephone number of Company contact person(s)

Please respond by e-mail to [Constance.Blais@otda.ny.gov](mailto:Constance.Blais@otda.ny.gov) by 4:00 PM Eastern Daylight Savings Time on August 8, 2014.

OTDA reserves the right to contact individual RFI respondents with any follow-up questions (based on their RFI response). This follow-up may involve exchanges of e-mails, telephone calls or one-on-one in-person interviews.

Due date: 08/8/2014 4:00 PM

## Contact Information

**Primary contact:** Temporary & Disability Assistance, NYS Office of  
Bureau of Contract Management  
Constance Blais  
Contract Mgmt Spec. II  
40 North Pearl Street  
12th Floor, Section D  
Albany, NY 12243  
United States  
Ph: 518-474-0657  
Constance.Blais@otda.ny.gov

**Secondary contact:** Temporary & Disability Assistance, NYS Office of  
Bureau of Management Services  
Dawn Ballenberger  
Program Manager  
93 Broadway  
Menands, NY 12243  
United States  
Ph: 518-474-9522  
Dawn.Ballenberger@otda.ny.gov

**Submit to contact:** Temporary & Disability Assistance, NYS Office of  
Bureau of Contract Management  
Constance Blais  
Contract Mgmt Spec. II  
40 North Pearl Street  
12th Floor, Section D  
Albany, NY 12243  
United States  
Ph: 518-474-0657  
Constance.Blais@otda.ny.gov

## Supporting document(s) shown below:

The following supporting documents are available for download:

Document title	Description	Type
2921	Static Form	pdf
2921 Arabic	Static Form	pdf
2921 Chinese	Static Form	pdf
2921 Haitian-Creole	Static Form	pdf
2921 Russian		pdf
2921 Spanish	Static Form	pdf
3174	Static Form	pdf
4148A	Static Form	pdf
4148A French	Static Form	pdf
4148A Korean	Static Form	pdf
4148A Vietnamese	Static Form	pdf
4148A Yiddish	Static Form	pdf
4148B	Static Form	pdf
4148C	Static Form	pdf
4826	Static Form	pdf
4826A	Static Form	pdf
B20	Dynamic Notice	pdf
B30	Dynamic Notice	pdf
CoverSheet	Static Form with Multiple languages	pdf
MAZ61	Dynamic Notice	pdf
Pub1301	Static Form	pdf
Pub1313	Static Form	pdf
Q22NYS NTC E	Dynamic Notice	pdf
Z80	Dynamic Notice	pdf
Z95	Dynamic Notice	pdf
Z96	Dynamic Notice	pdf

To download these documents, please visit the New York State Contract Reporter website: <http://www.nyscr.ny.gov>