



Department of Health

IFB # - C042413

Alternate Format Services and Mailings

Questions and Answers Posted January 5, 2026

Question #	Corresponding IFB Section	Question	Answer
1.	General	What is the estimated contract value?	The estimated contract value will be established based on the responsive and responsible bidder who offers the lowest pricing.
2.	General	How much did you spend last year based on each services required?	This information is subject to the Freedom of Information Law (FOIL). Bidders can submit a FOIL request at this link: https://www.health.ny.gov/regulations/foil/ . The current contract value can be found at OpenBook NY. Bidders should reference the anticipated quantities outlined in the IFB for anticipated volume in the resulting contract.
3.	General	Who is/are incumbent(s) and what are their rates?	The incumbent is T-Base Communications USA, Inc. Their rates are subject to FOIL.
4.	General	Who is the incumbent vendor?	See response to question #2.
5.	General	What have been the biggest challenges in the existing contract?	The Department is not providing evaluative feedback on the current contract. Bidders should rely on the information contained in the IFB to propose solutions that meet the stated requirements and deliverable expectations.

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6.	General	What has been going well with the current contract?	The Department is not providing evaluative feedback on the current contract. Bidders should rely on the information contained in the IFB to propose solutions that meet the stated requirements and deliverable expectations.
7.	General	Do you have a preference for a NY-based prime contractor?	The location of the prime contractor will not be considered as part of this evaluation, but all bidders are encouraged to utilize New York businesses and NYS-certified MWBEs in subcontracting opportunities where possible.
8.	General	What did the Department spend under this contract in 2023, 2024, and 2025?	See response to question #2.
9.	General	Is the SLA, post proof, for both dynamic and static one business day?	Yes, that is correct. Please see section 4.1.3 Mailing Requirements for additional information.
10.	General	In the event that alt languages are required are you requesting the vendor to translate from English to the requested language or will you be providing the translated documents?	Yes, the vendor will be required to translate the documents from English to the required language.
11.	General	Can you send us PDF samples of the documents listed in the RFP?	Please see Amendment #2 / Attachment I Sample Dynamic Notices for PDF samples.
12.	General	Are USPS Intelligent Mail Barcodes (IMB) required for tracking?	Yes, please see Section 4.1.4 Shipping Requirements which outlines all shipping requirements, including tracking.
13.	General	May we provide pricing for an automated solution?	All bidders are required to meet the requirements as stated in the IFB.
14.	General	For calendar years 2022, 2023, and 2024, Excluding the Interpreter Page/sheet, do dynamic notices contain multiple languages?	Dynamic notices are issued in a single language.
15.	General	For each Dynamic Notice identified in Questions 3 or 4, can OHIP provide an actual historical sample (redacted as necessary) for every language other than English, Spanish, or a combination thereof in which that notice has previously been converted?	Please see response to question #11.
16.	General	For each Dynamic Notice identified in Category A Question 3, did OHIP provide fully translated source text for languages other than English, Spanish, or a combination thereof, or was the vendor responsible for translating the notice content from English into the target language?	Yes, the vendor will be required to translate the documents from English to the required language.

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17.	General	If OHIP plans to introduce any new language for Dynamic Notice conversions during the contract term, what minimum lead time will the vendor receive before production must begin, and in what format will OHIP provide the language assets (e.g., completed translated text, reference files)?	The Department will work with the awarded vendor after contract award to determine an appropriate timeframe to introduce any new languages.
18.	General	For languages other than English or Spanish will OHIP provide the final, approved translated source text, or is the vendor expected to perform translation, revision, verification, or cultural/linguistic quality assurance? If the vendor is responsible for any part of this process, what are the exact expectations for each required task?	Please see response to question # 16.
19.	General	For each Dynamic Notice identified in Category A Question 3, which specific alternate formats (large print, audio, data cd, braille) were produced and how many during calendar years 2022, 2023, and 2024?	Please see Amendment # 2, Attachment H: Anticipated Annual Volumes for anticipated annual volumes for all specific alternate formats for both static and dynamic notices. Historic volumes will not be provided for the bidding community and should base their proposals on the anticipated annual quantities outlined in Attachment H.
20.	General	For each Dynamic Notice identified in Category A Question 3, what were the average numbers of pages converted for each version issued in any language other than English, Spanish, or a combination thereof during calendar years 2022, 2023, and 2024?	Please see response to question #19.
21.	General	Are there seasonal spikes or predictable volume surges we can anticipate (i.e., Open Enrollment, program renewals)?	Yes, there are predictable volume surges. These surges will be discussed with the awarded contractor.
22.	General	For calendar years 2022, 2023, and 2024, how many new Dynamic Notices did OHIP introduce, how many existing Dynamic Notices were revised, and what were the required vendor turnaround times to implement each new or revised notice for conversion?	<p><u>NYSOH Manual (dynamic) Notices (only sent in English and Spanish)</u> 2022 – no new templates created this year 2023 – 5 new templates created (MN60-64) 2024 – 5 new templates created (MN65-69) / minor revisions to a few key messages</p> <p><u>NYSOH System Generated Notices (available in 12 languages)</u> 2022-2024 – no new notice templates created. 2022-2024 – various revisions to existing key messages and addition of new key messages</p>

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			<p>added to notice templates. Key messages may display in various notice templates.</p> <p>The vendor will be given adequate notification of new and updated language before implementation.</p>
23.	General	<p>Are there any differences in OHIP's quality assurance standards, acceptance criteria, or rejection rules for Dynamic Notices converted into languages other than English, Spanish, or a combination thereof compared to notices converted entirely into English and/or Spanish? If no differences exist, can OHIP confirm that all languages are evaluated using the same criteria?</p>	<p>All translations, regardless of language, are evaluated using the same quality assurance criteria and are held to the same standards.</p>
24.	Section 3.1	<p>While our team members do not hold certification from the National Blindness Professional Certification Board, they do hold National Library of Congress Services certification in connection with the National Federation of the Blind. All team members have completed the NLS program and passed the Unified English Braille exam. Please confirm whether the National Library of Congress certification meets the requirements.</p>	<p>Yes, please see amendment #2 which includes the National Library of Congress Services certification to this minimum requirement to bid.</p>
25.	Section 4.1	<p>For calendar years 2022, 2023, and 2024, Excluding the Interpreter Page/sheet, do static notices contain multiple languages?</p>	<p>Static notices are available in multiple languages.</p>
26.	Section 4.1	<p>For calendar years 2022, 2023, and 2024, what were the numbers of Dynamic Notice conversions and associated total pages completed per language, by month, and by the alternate format(s) (braille, large print, audio, data cd) to which each notice was converted?</p>	<p>Please see response to question #19.</p>
27.	Section 4.1	<p>Are there any languages, beyond those listed in Section 4.1 of the IFB, that OHIP plans or anticipates requiring Dynamic Notice conversion into during the contract term?</p>	<p>The Department does not currently anticipate additional languages beyond those listed in Section 4.1 for dynamic notice conversion, but the Department reserves the right to require the awarded Contractor to add additional languages as needed throughout the course of the agreement.</p>
28.	Section 4.1	<p>Will the source files for all languages be supplied using Unicode-character encoding?</p>	<p>The language translation files the awarded vendor receives are provided as Word documents. During implementation, the language</p>

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			source files are processed using Unicode character encoding.
29.	Section 4.1.1	For documents that do not currently exist in other languages, will the contractor work on the backlog at one time or as requests come in from the public?	The contractor will address requests as they are received.
30.	Section 4.1.1	When you say "CD Data File," do you mean remediated accessible pdf files? Please clarify.	Yes, that is a remediated accessible pdf file.
31.	Section 4.1.2	What percentage of the documents already exist in the alternative formats vs new requests to be converted from scratch?	The Department anticipates all documents to be available in alternate formats, however the Department reserves the right to require new documents at the Department's request.
32.	Section 4.1.3	Please confirm the understanding that USPS shipping will not occur on Sundays but rather on the next business day (Monday).	Yes, that is correct. The Contractor will ensure the delivery of all finished materials (Dynamic Notices and Static Documents) to the USPS by the next USPS business day. USPS business days are Monday – Saturday. All exceptions shall be reported immediately to the Department.
33.	Section 4.1.3	Do Dynamic Notices converted into languages other than English or Spanish need to meet the same next-USPS-business-day mailing requirement as notices converted into English and/or Spanish? For example, if a notice arrives via SFTP after say 6:00PM EST on a Monday, would it be due to go out Tuesday or Wednesday? If not, what are the exact turnaround times required for each applicable language?	Yes. If it received after 6:00pm EST on a Monday, it would be due to be mailed on the next business day, which would be Wednesday in this scenario.
34.	Section 4.1.4	Will you require a certificate of mailing or other timestamps to show compliance?	This is not required. Please see section 4.1.4 for detailed shipping requirements.
35.	Section 4.1.5	Could you confirm whether the contractor mails documents to the Department or to individual recipients?	Dynamic documents are mailed to enrollees at their address. When DOH requires supplies of static documents, a request will be submitted to the vendor with instruction to send to one of the two addresses listed in section 4.1.2. See Amendment #2.
36.	Section 4.1.5	Please confirm that the per page price does not need to include postage (4.1.5: "The Department will make monthly postage reimbursement payments based on the number of documents mailed during the month")	Yes, that is correct. See Section 4.1.5 for additional information.
37.	Section 4.8	Does a nationally-registered MBE (certified by NMSDC or WRMSDC) that is not registered as such in NY State meet the requirements?	No, the business would need to become registered in New York State to meet the requirements.

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38.	Section 4.8	Is the Utilization Plan required at time of bid, or at contract start?	The MWBE utilization plan is required at the time of bid.
39.	Section 6.1.4	Our transcribers have braille transcription and proofreading certifications from the Library of Congress (“LOC”)/National Library Services (“NLS”) or through the Canadian National Institute for the Blind (“CNIB”)—considered equivalent by the National Federation of the Blind (“NFB”). Will NYSDOH accept these? The certifications issued by the National Blindness Professional Certification Board are not relevant to alternate format or braille transcription but pertain to teaching for the blind.	Yes, please see response to question #24.
40.	Section 6.2.8	Please confirm if this is not required by all bidders at this time or only the successful bidder (upon contract award).	This will only be required from the successful bidder upon contract award.
41.	Section 6.2.9	Please confirm if this is not required by all bidders at this time or only the successful bidder (upon contract award).	This will only be required from the successful bidder upon contract award.
42.	Attachment D	Are any of the Dynamic Notices listed in Attachment D available in languages other than English or Spanish as of today and which were converted and mailed during calendar years 2022, 2023, or 2024?	Please see response to question #19.
43.	Attachment D	For each Dynamic Notice identified in Category A Question 3, in reference to Attachment D index of notices, are there any sub-version names, internal version numbers, template variants, or naming conventions not shown in Attachment D that indicate a different language or a language-specific version of the notice? If so, can OHIP provide the name, page count, and average number of pages by alternate format converted during calendar years 2022, 2023, and 2024?	Please see response to question #19.
44.	Attachment D	For the Dynamic Notices listed in Attachment D, can OHIP provide a page-count column showing the actual number of source pages for each notice based on the versions currently being converted and mailed ?	Please see response to question #19.
45.	NY State Dept of Health Appendix, Section III	<p>Would the Department allow in all cases where the Department elects to terminate for breach or cause that Vendor should have a thirty (30) day cure period?</p> <p>Would the Department allow Vendor to terminate if the Department breaches its obligations and fails to cure such breach within 30 days?</p>	The Department reserves the right to negotiate with the successful Bidder in the best interest of the State. In an appropriate case, this could include allowing the Contractor an appropriate opportunity to cure certain defaults in performance or compliance, which are

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			susceptible to cure, in the discretion of the Department. No.
46.	NY State Dept of Health Appendix, Section IX(F)	Would the Department accept addition language around Confidential Information, Subject to New York Public Records laws, such as: "Information will not be deemed Confidential Information hereunder if such information: (i) is known prior to receipt from the disclosing Party, without any obligation of confidentiality; (ii) becomes known to the receiving Party directly or indirectly from a source other than one having an obligation of confidentiality to the disclosing Party; (iii) becomes publicly known or otherwise publicly available, except through a breach of this Agreement by the receiving Party; or (iv) is independently developed by the receiving Party without use of the disclosing Party's Confidential Information."	No.
47.	NY State Dept of Health Appendix, Section IX	Would the Department accept limitation of liability modifications such as? "To the fullest extent permitted by applicable law and unless prohibited by the Constitution of the State of New York, the total cumulative liability of Contractor to the Department for any and all claims and damages under this Contract, whether arising by statute, contract, tort or otherwise, will not exceed the fees paid by the Department to Contractor hereunder during the twelve (12) month period immediately preceding the event giving rise to the claim."	The Department reserves the right to negotiate the terms of the final awarded Contract with the successful Bidder, but would decline to accept this change as proposed.