

## ATTACHMENT D

### Alternate Format Definitions

“Alternate Format Dynamic Notices” shall include personalized and individualized written notices that are designed to provide information to individuals regarding eligibility determinations and benefit amount, and a variety of letters and notices to make households aware of program requirements, changes to payment levels and appeal rights that require conversion to the following formats: large print (18 point Arial) non-fillable, Audio Conversion, non-fillable CD Data files, and Braille.

“Alternate Format Static Documents” shall include both application forms and personalized and individualized written notices designed to provide information to individuals regarding eligibility determinations and benefit amount, and a variety of letters and notices to make households aware of program requirements, changes to payment levels, appeal rights and fair hearing decisions that require conversion to the following formats: large print (18 point Arial) fillable and non-fillable, as identified; Audio Conversion; CD Data File, fillable and non-fillable, as identified; and Braille.

“Audio CD” refers to a compact disc with audio files containing audio transcriptions of text documents.

“Batches” shall mean groups of files or groups of Dynamic Notices sent electronically.

“Braille Transcription” is the process of translating printed information into Braille code. The transcriber must be trained to read and write Braille code. Finish work, in particular, is a manual process of properly collating, folding, and binding braille pages. Standardized manufacturing equipment, intended for print materials, does not handle the embossed pages easily and can often crush braille dots and compromise quality. The DOH requires that the Braille Dynamic Notices produced by the contract be translated without error, and that a quality assurance process is in place to ensure this occurs.

“Business Day” shall mean Monday through Sunday, exclusive of all Postal Holidays.

“Data CD or Fillable Data CD” refers to a compact disc with electronic versions of text documents in a Rich Text Format or equivalent as identified by the DOH.

“Interpreter Services Cover Sheets for Audio Conversion” All client Dynamic Notices converted to Audio File must contain an initial statement specified by the DOH in the following languages, in the following order, that informs the client of assistance available for the interpretation of what is being spoken on the audio notice: English, Spanish, Chinese, Russian, Italian, Korean, Arabic, French, Vietnamese, Yiddish, Haitian-Creole, Bengali, Hindi, Japanese, Nepali, Polish, Simplified Chinese, Twi, and Urdu.

“Page” shall mean one side of a sheet of paper that contains print

“Postage Rate” shall be the individual postage cost initially applied by the Contractor to each piece of mail in the mail stream or permit indicia consistent with the discount applied for bulk rate and the eligibility of the mail for that discount.

“Printing” shall mean the production of a document from a supplied or reformatted electronic data file used to populate a document template or mask supplied by DOH or developed in

## ATTACHMENT D

conjunction with the Contractor, or by the reformatting of an electronic print file supplied by DOH.

“Reproduction” shall mean the process of using an electronic print file to generate pre-existing documents from that file.

“Sheet” shall include both sides of a sheet of paper. One sheet of paper includes two pages.

“Translator” is an individual who possesses sufficient education, training, skill and experience to provide the services requested. The individual must possess a command of the English language, both written and spoken. In addition, a familiarity with U.S. culture is required to understand context and meaning of common terms and language used.