

**New York State Department of Health
 Alternate Format Services and Mailings IFB # 20036
 Questions and Answers
 DATE 1/14/2020**

Question	Subject	Bidder's Question	Answer
1	Reporting	Does this type of work entail reporting via your Elation system?	No.
2	Section 4.1 Dynamic Notices and Static Documents	page 8, paragraph #6 ("Static Document Proofs") under section 2. Static Documents : Please confirm that the DOH requires that the vendor submit proofs for approval before shipping final static documents.	Yes, this is correct.
3	Section 4.3 Data Exchange Requirements	<p>page 12, section 4.3 Data Exchange Requirements paragraph #1 states, <i>"The movement of data between the Contractor and the DOH's systems will consist of batch transmissions 24 hours a day, 7 days a week, 365 days a year. The DOH will allow the Contractor to perform batching as needed by their process"</i> and section 4.3 Data Exchange Requirements paragraph #5 states, <i>"Files are transmitted during business hours and extended business hours during the week and on the weekends"</i> and in paragraph #6 is the following: <i>"The Contractor will ensure daily receipt of all files beginning at 6 a.m. every Monday through Sunday. On a day-to-day basis, the Contractor will agree to accept other files as they are transferred for processing."</i></p> <p>Does the DOH require the vendor to process files on weekend days (Saturday and Sunday)? Please clarify.</p>	Yes, the vendor is required to process files on weekends.
4	Section 4.7 Disaster Recovery	page 13, section 4.7 Disaster Recovery and <u>Attachment H – Disaster Recovery Attestation</u> : The backup disaster recovery site for our primary U.S. facility is in Canada. Is it acceptable to process data in Canada?	No. Per Appendix F, Section B, all data shall remain in the Continental United States.
5	Attachment B – Bid Form	<u>Attachment B – Bid Form</u> : Please confirm that we are required to bid on all languages listed in the bid form.	Yes, this is correct.
6	Subcontracting	For this contract, is there a % of the work that you would want the recipient of the award to do themselves vs the amount of work that is handled by a subcontractor?	No.

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		For instance, could an entity apply for a bid if they were going to utilize a subcontractor to fulfill all of the bid requirements?	An entity can apply for a bid if they meet Section 3. MINIMUM QUALIFICATIONS TO BID requirements outlined on page #3 of the IFB. There are no restrictions on the number of subcontractors utilized provided the requirements in Section 5.9 Subcontracting are adhered to.
7		Also, is there a preference given to applicants who hire subcontractors from New York v subcontractors from other states?	No.