

NYS Department of Corrections and Community Supervision
IFB 2015-05 Hearing Reporter and Transcription Services

Questions and Answers

1. Q: I'm wondering if I need to register and login before I am able to access the information regarding this bidding process. We are a new business and are not yet registered. We do have a State Vendor ID, but I believe that is for billing purposes only.

A: Yes, you will need to register on the NYS Contract Reporter in order to access the documents for IFB 2015-05. It is a free registration and you may do so by clicking on the following link <https://www.nyscr.ny.gov/>. You may also access the documents associated with this IFB on the NYSDOCCS/Parole website at <https://www.parole.ny.gov/>, click on RFPs.

2. Q: What boards and revocation hearings are held within Catchment Area 4?

A: The following are the facilities in which the Boards are held:

- Cape Vincent/ Watertown
- Ogdensburg/ Riverview/ Gouverneur
- Altona/Clinton
- Adirondack

Please note: The schedule is at the discretion of DOCCS.

3. Q: Would you please list what day each county listed below has designated as their hearing day for prelim and final hearings - Jefferson, Lewis, St. Lawrence, Hamilton, Franklin, Clinton, Essex, Watertown and Plattsburg?

A: Preliminary Hearings are scheduled for Fridays on an as-needed basis, 11:00am in Essex Co., 12:00pm in Clinton Co., 1:30pm in Franklin Co.

Final Revocation Hearings are scheduled on Wednesdays of the second full week of each month in Franklin Co. (Mornings) and Clinton Co. (Afternoons).

Final Revocation Hearings are scheduled on Thursdays of the second full week each month in Essex Co. (Mornings).

Final Revocation Hearings are scheduled on Wednesdays of the Fourth full week each month in Clinton Co.

Preliminary Hearings are scheduled every Monday each month in Jefferson Co. and St. Lawrence Co. In the event of a holiday, the hearing is scheduled for the Wednesday of that week.

Final Revocation Hearings are scheduled on the second and fourth Thursday of each month in Jefferson Co. Final Revocation Hearings are scheduled on the first Wednesday each month in St. Lawrence Co.

Please note: The schedule is at the discretion of DOCCS.

4. Q: I understand that Plattsburg falls under Clinton County's hearing schedule. What would the revocation hearing schedule be for Hamilton County?

A: Hamilton Co. is a part of Catchment Area 6. Please see Addendum.

5. Q: Does the prospective bidder have to be incorporated?

A: No, your company does not have to be incorporated; however you need to be in full compliance with all of the related statutes to do business in New York State.

6. Q: Whether companies from Outside USA can apply for this?
(From India or Canada)

A: Yes, as long as you are certified, registered and in full compliance with all of the related statutes to do business in the United States and New York State.

7. Q: Whether we need to come over there for meetings?

A: Yes, a physical presence is required at all meetings/hearings.

8. Q: Can we perform the tasks (related to IFB) outside USA?
(From India or CANADA)

A: No, per the IFB page 6, section 1.1 Overview; the services required include the provision of a hearing reporter(s) to record verbatim records of the proceedings and the timely provision of the electronic transcripts. In addition section 4.3 states that, all transcripts must be proofread by the reporter taking the testimony to ensure completeness and accuracy.

9. Q: Can we submit our proposals via email?

A: No, per the IFB page 9, section 2.5 Instructions for Bid Submission, DOCCS will not consider emailed or faxed bid submissions.

10. Q. Is it correct that final hearings would be conducted in Clinton County on both the second full week on Wednesday and the fourth full week on Wednesday, two times a month to be held in Plattsburgh, New York?
- A. Yes.
11. Q. Does a prospective bidder have to be a certified M/WBE?
- A. No.
12. Q. Will you allow for remote transcription?
- A. According to the IFB, Section 1.1, the services required include the provision of a hearing reporter(s) to record verbatim records of the proceedings and the timely provision of the electronic transcripts. Although the hearing reporters must be present, they have up to 10 days to submit the final transcripts. IFB Section 4.3 states that all transcripts must be proofread by the reporter taking the testimony to ensure completeness and accuracy.
13. Q. Will there be a bidders' conference for IFB 2015-05?
- A. No, there will not be a bidders' conference for this IFB.
14. Q. Are the page estimates given for each Catchment Area given as annual estimates, or for the entire term of the contract (5 years)?
- A. The estimates given for each Catchment Area are annual estimates. The Department does not guarantee the estimated number of pages.
15. Q. Is there an incumbent(s)?
- A. Yes, there are incumbents for each Catchment Area listed in the IFB.
16. Q. If so, what are the rates awarded to the incumbent(s)?
- A. You can send this request to the Department's FOIL Unit at the following link: <https://www.parole.ny.gov/foil.html>.
17. Q. Has the customer/end-user experienced any problems with the performance of services by the incumbent(s)?
- A. The contracts are managed by several different Units within the agency; therefore, it is not possible to answer this question at this time.

18. Q. Upon my reading of 3.7 under the Cost section of IFB 2015-05, am I correct to understand that if I travel two or three different facilities per day, that I would only be allowed to charge one 20-page minimum for the entire day?
- B. Please see Addendum.
19. Q. Are the prospective bidders allowed to charge different page rates within a catchment area; for example - one page rate for revocation hearings and one page rate for parole board hearings?
- A. No.
20. Q. Who is the present vendor in each Catchment Area?
- A. You can send this request to the Departments FOIL Unit at the following link: <https://www.parole.ny.gov/foil.html>.
21. Q. What is the present rate in each Catchment Area for regular delivery and expedited delivery?
- A. You can send this request to the Departments FOIL Unit at the following link: <https://www.parole.ny.gov/foil.html>.
22. Q. When notifying the winning bidder of their award, will this be send via email or United States Postal Service?
- A. The winning bidder will be sent a tentative award letter via email.
23. Q. Paragraph 3.16 states that the “boards take place for 1 to 3 consecutive days each month for each facility (see Attachment E).” Attachment E contains a county jail listing and an area office listing. Can you tell us what Boards will be held in each Catchment Area?
- A. Please see Addendum.
24. Q. Can you furnish us with the name of the company currently under contract and the rates?
- A. You can send this request to the Departments FOIL Unit at the following link: <https://www.parole.ny.gov/foil.html>.

25. Q. Can you define hearing reporter; does this mean a person with a stenographic machine ONLY or a person monitoring digital audio equipment?
- A. You can find the definition of Hearing Reporter on Page 17, Section 3.15 Glossary of Terms. In addition see Page 6, Section 1.1 Overview.
26. Q. You give estimated annual pages for each catchment region; are you able to tell us the frequency of these different hearings and how long they last? ie, parole boards, medical parole boards, recession hearings, etc.,how often in a given week or month they occur, general length of time, one hour, 3 hours.
- A. The hearings are scheduled and managed by several different Units within the agency; therefore, the hearings vary by each Catchment Area. For the frequency and scheduling of hearings see Page(s) 17-18, Section 3.16, Definitions.
27. Q. How far in advance are any of these hearings scheduled? The scheduling.
- A. Please refer to question 26 above.
28. Q. What is the method of scheduling of hearings, email, phone, something else?
- A. The contractors are typically contacted by phone and/or email.
29. Q. If you are the lowest responsible bidder but have no MWBE participation, does that mean your bid will not be accepted?
- A. No, please see Attachment G, M/WBE Requirements and Forms, Appendix C.
30. Q. What is the estimated number of transcript pages annually that may have to be printed?
- A. The Department requires electronic submission of transcripts. See Page 20, Section 4.4 Submission of Electronic Transcripts.
31. Q. Most stenographers these days go to an assignment with a laptop and audiobackup as part of the software; is this permitted?
- A. Please see Section 1.1 Overview and Section 4.3 Completeness and Accuracy.

32. Q. Can you be more specific about a video-conference meeting? Is the court reporter in a room by himself or herself and all the other participants are via video?
- A. Video-conference meetings are conducted with the Parole Board members and Hearing Reporter/Stenographer in a particular location (usually a Regional or Area Office) and the other participants are usually in a state or county facility.
33. Q. Is it necessary to submit the DOCCS Minority/Women-Owned Business Enterprises-Equal Employment Opportunity Policy Statement form (2 Pages) with our submission?
- A. Please see Attachment G, M/WBE Requirements and Forms, Appendix C.
34. Q. What is the complete schedule for all catchments, please include day, time, location of hearing, whether it is a final, prelim day, board, rescission day, victim impact day or whether it is covered by a state reporter, because that schedule is not in the IFB
- A. The hearings are scheduled and managed by several different Units within the agency for each Catchment Area. There is no set day of the month for each facility, thus, the schedule is at the discretion of DOCCS. Also, please see Page(s) 17-18, Section 3.16 Definitions.

The hearings covered by State Reporters are in the Catchment Areas below. This coverage is subject to change at the discretion of DOCCS:

CATCHMENT AREA	COUNTY/OFFICE OR FACILITY	ASSIGNED REPORTER
4	Franklin Co	
	Upstate CF	State Reporters
	Barehill CF	State Reporters
	Franklin CF	State Reporters
6	Oneida Co	
	Mohawk CF	State Reporters
	Midstate CF	State Reporters
	Marcy CF	State Reporters
	CNYPC	State Reporters
	Fulton Co	
	Hale Creek CASAT	State Reporters
8	Sullivan Co	
	Woodbourne CF	State Reporters
	Sullivan CF	State Reporters
	Ulster Co	
	Eastern CF	State Reporters
	Ulster CF	State Reporters
9	Dutchess Co	
	Downstate CF	State Reporters
	Fishkill CF	State Reporters
	Westchester Co	
	Sing Sing CF	State Reporters
	Taconic CF	State Reporters
	Bedford Hills CF	State Reporters
10	NYC	
	Bayview CF/Lincoln CF	State Reporters

35. Q. What are the area offices that do the video conferencing?
- A. [Please see addendum.](#)

36. Q. Just for clarification, if it's a day of video conferencing and the day starts with a prison in catchment X and then in the afternoon it is a prison from catchment Y, does the bid winner of catchment Y have the right to cover the prison from catchment Y or does catchment X cover that prison since they started the day?
- A. The contractor from catchment X will continue to cover the hearing since they started the day. Please see Page(s) 13-14, Section 3.8 Geographic Breakdown of Services Required.
37. Q. If a contractor relinquish a board on one day does that mean the contractor relinquishes it for the remainder of the contract?
- A. No.
38. Q. Does the estimated number of pages typed for all catchments include the Pages typed by the state reporters as well?
- A. No.
39. Q. Does he contractor have be incorporated? In 2.2.1. third bullet says "the bidder's company or the bidder has been providing hearing reporter and transcription services for at least three years (attaché a certificate of incorporation)"
- A. No, your company does not have to be incorporated; however you need to be in full compliance with all of the related statues to do business in New York State.
40. Q. Page 21, 4.4(5): **Multiple transcript files must be grouped and submitted to DOCCS in separate folders. It is important that interviews be saved individually and not as one large file.**
- In the past we submitted multiple transcript files (i.e. Parole Board Hearings) in one file. Is this still acceptable?
- A. Yes, as long as the transcripts are subfolders labeled within each folder. See Page 20-21, Section 4.4 Submission Of Electronic transcripts.
41. Q. This paragraph indicates that the minimum appearance is for the ENTIRE DAY. If an agency sends a court reporter to three different facilities for Parole Hearings and gets either a minimum transcript, or the hearing is cancelled when she gets there, does that mean there is only one minimum payment equal to the value of 20 pages for the ENTIRE DAY? Many of the facilities in catchment areas are miles apart and have minimum pages at each facility.

A. Please see Addendum.

42. Q. Page 13, 3.8: **Geographic Breakdown of Services Required.**

The second paragraph, last sentence, states: **In this instance the Contractor servicing the hearings being moved has the right to first refusal.**

Where a catchment area has Parole Board Hearings that are videoconferenced to another facility (that is not in their catchment area), does this mean that the Contractor has the right to send their court reporter to another catchment area if they so choose?

A. Yes, Please see Page(s) 13-14, Section 3.8 Geographic Breakdown of Services Required.

Please sign and submit with your proposal.

Bidder's Name: _____

Signature: _____

Title: _____ Date: _____