

Steven Banks  
Commissioner

November 25, 2014

Martha A. Calhoun  
General Counsel

Dear Prospective Bidders:

Vincent Pullo  
Agency Chief  
Contracting Officer

For your information, this **Addendum #1** for the contract to provide **On-Call Voice Recording Services for Interactive Voice Response System (IVRS) (PIN 14BSEMI04501/ EPIN 09613B0012)** contains the **"Hiring Requirement Exemption Request Form"** (attached hereto as **Exhibit 1**) from HRA's hiring requirement delineated in **Article 19** of the contract.

180 Water Street  
New York, NY 10038  
929 221 6347

Pursuant to Article 19 of the contract, the contractor can make a request for an exemption within thirty (30) days after the commencement date of this contract. Please note that the form does not have to be submitted with your bid.

*Attached as Exhibit 2 is a copy of the attendance sheet from the pre-bid conference held on Friday, November 14, 2014.*

**The answers to questions from prospective bidders is on Attachment A.**

Please be advised that the last day for questions was **Tuesday, November 18, 2014**. In addition, the bid due date is extended to **Monday, December 8, 2014 at 3:00 p.m.** Bids received after the bid due date and time are late and shall not be considered. Your interest in doing business with the City of New York is appreciated.

Sincerely,

  
Vincent Pullo

- Exhibits:
1. Hiring Requirement Exemption Request Form
  2. A copy of the attendance sheet from the pre-bid conference held on Friday, November 14, 2014



**On-Call Voice Recording Services for Interactive  
Voice Response System (IVRS)  
PIN 14BSEMI04501/EPIN 09613B0012**

**Question 1**

Is it correct that the bidder is to submit only 2 copies of proposal/Bid—the original and a copy (referred to as the registration copy)?

**Answer 1**

**Only one copy of the bid response needs to be submitted.**

**Question 2**

Other than pages 16 through 19, 21, 21A & Vendex forms, what other crucial pages must be filled out and or signed to be responsive? Do we have to sign and notarize contract agreement, although we have not been awarded job?

**Answer 2**

**Contract and Document Submission is discussed in Section 2 of the contract book and Section 6(E) of the specifications. The contractor who is under consideration for the contract award will be contacted to sign and notarize the contract agreement signature pages.**

**Question 3**

Without guaranteeing a maximum or minimum amount of vocabulary scripts, can you give us an idea or rough estimate as to a possible (and reasonable) amount of vocabulary script recording work orders within a monthly, quarterly or yearly period?

**Answer 3**

**The estimated number of Set ups is 4 for non-English languages and a total of 250 non-English labels. The estimated number of Set ups is 3 for English and a total of 100 English labels monthly based on current usage.**

**Question 4**

What would the percentage ( %) of English vocabulary be vs the percentage ( % ) of foreign labels.

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**Answer 4**

**The percentages are as follows: English-25% and for non-English-75%. These vocabulary percentages are based on current usage.**

**Question 5**

We see the point to the BID SHEET, but for the general audio recording industry, we believe this sheet is quite vague and not sufficiently and clearly itemized. Without more specifics as to what you mean by quantity, it is a guessing challenge to estimate hard numbers that bidders are responsible for upholding upon an award. What do you refer to as quantity?—do you mean sessions? Scripts? The basis of audio recording and conversion/upload session estimates are primarily calculated in hours and then marked up. Can you elaborate more or explain your quantity breakdown. We do understand that a session may entail the recording of several vocabularies.

**Answer 5**

**The Quantity for Set up charge per session is the number of studio set up sessions (number of requests for a particular skillset) and the Quantity for Vocabulary items recording charge is the number of labels requested for that language.**

**Question 6**

Some City Agencies have an “Up to” amount allotted for RFP contracts. Do you have a plug amount for this contract?

**Answer 6**

**The procurement method for this solicitation is competitive sealed bid. Therefore, the maximum contract amount will be based on the bid amount received from the contractor.**

**Question 7**

I see that this is a re-bid? Can you tell me what the problem/issue was with the original bid? Was it awarded? Were there so many questions that the bid was retracted and re-written?

**Answer 7**

**This service is being solicited again because there were no bid responses or questions received during the previous solicitation. No, the contract was not awarded.**

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**Question 8**

How much of this boilerplate language can be removed or modified so that a reasonable bid can be submitted?

**Answer 8**

**None of the boilerplate language can be removed or modified. The language contained in the solicitation document was reviewed and approved by our Legal Departments prior to being released to the public.**

**Question 9**

Are you aware of what this job actually is?

**Answer 9**

**The contractor shall provide on-call recording services and digitalization of the IVR system utilized by HRA's IVR Custom software applications. More detailed information about the scope of services, bidder qualifications and performance standards are discussed in the specifications.**



## HUMAN RESOURCES ADMINISTRATION

HIRING REQUIREMENT EXEMPTION REQUEST

Name of Contractor: \_\_\_\_\_

Address: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Telephone Number: \_\_\_\_\_ Fax Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

MAIL COMPLETED FORM TO: BUSINESS LINK - CONTRACTOR HIRING UNIT (C.H.U.)  
 348 WEST 34<sup>TH</sup> STREET  
 NEW YORK, NY 10001

Requests should be submitted as soon as your documentation is ready. Select only **one** boxed section below, and **one** subsection. Use the appropriate language (Exemption or Partial Exemption) on all accompanying materials. This request must be signed by an officer of your organization and notarized.

The undersigned hereby requests the following for *Fiscal Year 2012*, from July 1, 2011 – June 30, 2012

- |                          |  |
|--------------------------|--|
| <input type="checkbox"/> | <b>I. COMPLETE EXEMPTION</b> from the hiring requirement because:  |
| <input type="checkbox"/> | a) New York City workforce is less than 20. (Attach a list of your NYC staff by title.)  |
| <input type="checkbox"/> | b) We have no entry level workers on our payroll. (Attach a list of your NYC staff by title.)  |
| <input type="checkbox"/> | c) A valid collective bargaining agreement covers all of our entry-level positions and limits us to a hiring pool which does not include Cash Assistance recipients. (Attach a copy of the applicable provisions and a list of your NYC staff by title.) |
| <input type="checkbox"/> | d) Complying with the hiring requirement would cause extreme hardship. (Attach a description of the hardship.)   |

- |                          |  |
|--------------------------|--|
| <input type="checkbox"/> | <b>II. PARTIAL EXEMPTION / REDUCTION</b> in the hiring requirement to _____ workers because:   |
| <input type="checkbox"/> | a) Our New York City workforce totals _____. The current hiring requirement exceeds 10% of our workforce. (Attach a list of your NYC staff by title.)  |
| <input type="checkbox"/> | b) We have _____ entry level workers on our payroll. (Attach a list of your NYC staff by title.)   |
| <input type="checkbox"/> | c) A valid collective bargaining agreement covers _____ of our entry-level positions and limits us to a hiring pool which does not include Cash Assistance Recipients. (Attach a list indicating the entry-level positions covered and a copy of the applicable provisions ) |
| <input type="checkbox"/> | d) Complying with the hiring requirement would cause extreme hardship. (Attach a description of the hardship.)   |

Your request will be processed in an expeditious manner, and you will be notified of the disposition. If you have any questions you may call the Contractor Hiring Unit at (212) 643-2881 ext. 3128.



PRE-BID/PROPOSAL CONFERENCE ATTENDANCE SHEET

PIN # 14BSEM04501

PROJECT NAME: ON-CALL VOICE RECORDING SERVICES FOR INTERACTIVE VOICE RESPONSE SYSTEM (IVRS)

EXHIBIT 2

DATE: November 14, 2014

PROJECT DESCRIPTION: ON-CALL VOICE RECORDING SERVICES FOR IVRS

PLEASE PRINT CLEARLY

COMPANY NAME	CERTIFIED MBE WBE	STREET ADDRESS CITY, STATE, ZIP	NAME OF ATTENDEE	PHONE #	FAX #	E-MAIL
MVC ASSOCIATES		3420 Veterans Memorial Hwy Suite 200 Rutherford, NJ 07070	Anthony Ferrara	681-439-1634	681-467-8767	aferrara@mvc-associates.com
Audiolink		18 John St Suite 300 New York, NY 10038	Robert Horslow	212-766-4111	212-349-0964	rhorslow@audiolink.com
Solex Language Serv	✓	1199 Roe Stroud Tower New York, NY 10021	Adela M. Solex	201-230-4909	201-230-4909	AMSOLE@me.com
JAMBOX ENT-TECHNOLOG	✓	352 SEVENTH AVE NEW YORK, NY 10011	Alisa Smith	201-212-979-8324	212-979-8324	alissasmith@jamboxstudio.com
Cashah Pictures INC	✓	139 Fulton St New York, NY 10013	Richard Caraballo	(46) 688-4977	Same	cashah@nyc.m.com

M/WBE Officer / Designee Authorization

Name \_\_\_\_\_ Title \_\_\_\_\_ Signature \_\_\_\_\_

It is hereby certified that all attendees were provided with the following information relating to M/WBE contract requirements for the resulting contract from this solicitation: an explanation of M/WBE contract requirements; a review of how to properly complete Schedule B to ensure a responsive bid and request a waiver; the consequences for prime contractors that demonstrate non-compliance; an overview of the Online Directory; and the SBS Prime contractor resource sheets: 'Assistance Contacts for Primes' and 'Online Directory tips.'

