NEW YORK STATE | Corrections and Community Supervision

Request for Information (RFI) C161894

Audiology Services

Issued:	**August 27, 2026**
Questions Due:	**No later than 3:00pm on September 9, 2026**
Answers to Questions:	**On or about September 14, 2026**
Response Due Date:	**No later than 3:00pm September 22, 2026**

1.0 INTRODUCTION

The New York State Department of Corrections and Community Supervision (DOCCS), guided by the Departmental Mission, is responsible for the confinement and rehabilitation of approximately 35,000 individuals under custody held at 41 state facilities.

The Contract Procurement Unit (CPU) for DOCCS is seeking information and interest from vendors who provide on-site and virtual Audiology Services including diagnostic hearing testing and treatment hearing aids, and otolaryngology services to DOCCS' incarcerated population.

2.0 PURPOSE

The purpose of this RFI is to acquire information regarding the interest and capabilities of vendors that can provide in-person and virtual audiology services. The purpose of this service is to test, diagnose and treat hearing issues using the vendor's own equipment. The vendor would also be responsible for procuring and dispensing hearing aids, as well as for maintenance, simple repairs and patient education.

3.0 INQUIRIES

All inquiries shall be sent via email to the following address: DOCCScontracts@doccs.ny.gov, please include "RFI # C161894 in the subject line of your email. **Inquiries are due by 3pm on September 9, 2026.**

This is not a bid. Please do not request bid documents.

4.0 INFORMATION REQUESTED

DOCCS is seeking qualified vendors interested in performing Audiology services using the vendor's own equipment

Responses should include the following requested information:

4.1 Description of Services: The vendor's ability to perform:

a) Diagnostic hearing testing
b) Impedance/Middle ear testing
c) Hearing Aid Evaluations
d) Hearing Aid device procurement
e) Hearing Aid fitting & dispensing
f) Follow-up audiology care
g) Hearing aid analysis for functionality
h) Simple repairs of hearing aids
i) Patient education for individuals with hearing loss

4.2 The vendor's ability to provide the following:

a) New York State Licensed and Certified Audiologists, Hearing Instrument Specialists, Otolaryngologists
b) Hearing Aid Dispenser Registration
c) Language translation Workflow for providing testing
d) Estimated wait time for appointments for testing (i.e. 15 days after referral received)
e) Estimated wait time for delivery of hearing aids once ordered
f) Workflow when performing a virtual audiology
g) Patient education provided

4.3 Description of Operating and/or Technical Systems Required: Respondents should provide information about requirements to operate their equipment, hardware and software. services including, as applicable, the following:

a) Hardware Requirements and Specifications
b) Operating system/software environment
c) Technical support for equipment, operating systems and hardware

4.4 Description of Service, Product Support and Maintenance (e.g. hearing aids): Respondents are requested to comment on the following where applicable:

a) Manuals
b) Onsite and Offsite training and maintenance
c) Helpdesk Operations
d) User feedback procedures
e) 24/7 and 365 support procedures
f) Warranty, returns and exchanges

4.5 Estimated Charges - Pricing: Please provide the estimated cost for your company to provide these services. It is preferred that each vendor provides a breakdown as to how that cost estimate was reached or a basic breakdown of the preferred reimbursement structure. As this document is an RFI, cost can only be estimated. Information on charges will be used for budgeting and planning purposes only – this is not a bid opportunity. All pricing assumptions should be identified including any initial costs, yearly costs, quarterly costs, hourly costs and recurring costs.

4.6 Initiation of Services: Respondents are requested to comment on the following, where applicable:

a) How long does the vendor require for initial setup?
b) What does the vendor's set up entail?

5.0 Attachment A

Responses should also include the completion of Attachment A which requests specific information regarding the following:

- Part 1 – Business Information
- Part 2 – Specific Questions
- Part 3 – Service Experience (Optional)

This RFI invites input, ideas on such services, and rough cost estimates. Interested vendors experienced and capable in providing such products/services should respond to this RFI by sending the information requested in Sections 4 and 5.

This RFI is an inquiry only. No contract or agreement will be made from the results of this RFI. Responding to this RFI is entirely voluntary and will in no way affect DOCCS' consideration of any proposal submitted in response to a subsequent solicitation.

6.0 SUBMISSION OF RESPONSE

A point of contact for each respondent should be provided, including name, address, email, and phone number. Responses should contain the information requested in Section 4 and submission of Attachment A is required.

Responses can be emailed or mailed.

Emailed responses should be labeled as "RFI #C161894" in the subject line of the email and sent to: DOCCSContracts@doccs.ny.gov

Mailed Responses should be labeled as "RFI #C161894" and addressed to:

NYS Department of Corrections and Community Supervision
Support Operations – Contract Procurement Unit
Attn: CPU
550 Broadway
Menands, NY 12204

Responses are due by 3:00 pm on September 22, 2026.

Responders to this RFI will not be precluded from responding to a future solicitation.

7.0 RFI RESPONSE CLARIFICATIONS

DOCCS may seek additional information (clarifying or otherwise) regarding any of the respondents' services following the receipt of the RFI responses. Information may be sought via telephone or email communication.

8.0 DISCLAIMER

This RFI is not a contract offer, and it is not an open solicitation for any services but rather an informational inquiry by DOCCS. This RFI does not commit DOCCS to award a contract, pay any costs incurred in preparing a response, or to procure or contract for services or supplies. Qualified entities are encouraged to respond to this RFI; however, failure to submit a response will not impact a respondent's ability to submit a response to any future competitive solicitation process

(if any) for projects. Respondents are advised that all costs associated with responding to this RFI will be solely at their expense. There are no representations or warranties regarding the accuracy or completeness of the information contained in this RFI. Respondents are responsible for making their own evaluation of information and data contained in this RFI and for preparing and submitting responses to this RFI.

9.0 PROCUREMENT LAW

Since this is not a solicitation that will result in a contract, it does not fall under procurement lobbying law; therefore, there is no restricted period.