

Frequently Asked Questions For Group 02450 – Food, Baked Goods (Statewide), IFB 22407

Authorized Users of this contract are strongly encouraged to read the contract terms and conditions in its entirety to gain an understanding of requirements for both the Contractor and Authorized Users. Below is a brief listing of Questions & Answers (Q&A's) to facilitate the use of the Baked Goods contract.

Question: Who is the OGS contact (OGS Contract Manager) for this contract award?

Answer: Phyllis Keeler
Office of General Services
Procurement Services
38th Floor, Corning Tower
1 Empire State Plaza
Albany, NY 12242
Phone: (518) 408-6397
E-mail: OGS.sm.SST_food@ogs.ny.gov

Question: How do I know what products the contractor offers?

Answer: The Contractor provides a current Price Guide to any Authorized Users who request one. Price Guides contain all products regularly stocked by the Contractor. The preferred method of Price Guide distribution is electronically via e-mail, however, Contractor must provide paper copies of the Price Guide upon request.

Question: How often is the Price Guide updated and how is the update processed?

Answer: Price Guides for Baked Goods are updated quarterly. The prices shall be effective beginning the first day of the calendar quarter (i.e., Jan. 1, April 1, July 1, Oct. 1) and fixed for the one-quarter period. The contractor shall submit its revised Price Guide to OGS in electronic format to the Contract Manager listed on page 1 of this document. The latest Price Guide will then be published to OGS's website. There may be times when the Contractor has no changes to report in their Price Guide from quarter to quarter (i.e., no price adjustments or product add/delete). Contractor may elect to continue using the previous quarter's Price Guide as long as it remains current.

Question: Can an Authorized User attempt to negotiate lower pricing than what is listed in the Contractor's Price Guide?

Answer: Yes, Authorized Users are encouraged to negotiate lower pricing on all orders, especially when there are large volumes being purchased. The Price Guides maintained and distributed by the Contractor should be viewed as "not to exceed" pricing.

Question: Is pricing effective on day of order or day of delivery?

Answer: Pricing is effective on day of order.

Question: How are orders accepted by the Contractor?

Answer: Orders may be accepted manually, via fax or electronically via e-mail. All orders shall reference Contract # and PO # (if applicable). Contractor's contact information is listed in Appendix D on page 1.

Question: Is there a minimum order for delivery?

Answer: Minimum order is \$50 for delivery to a single location. Contractor may elect to honor orders for less than the minimum order, however, no additional fees may be added.

Question: What is the delivery lead time?

Answer: Delivery is required within seven calendar days unless otherwise arranged with Authorized User.

Question: Will authorized users be notified if the fuel surcharge noted in the contract is being applied?

Answer: Yes, OGS will issue a Purchasing Memo on our website. The memo will instruct how much of a surcharge will be added per delivery. No surcharges shall be paid by authorized users unless OGS issues such instruction. If the fuel surcharge increases and/or decreases, subsequent Purchasing Memos will be issued by OGS.

Question: Do I need to provide a completed credit application or provide credit references in order to place an order with the Contractor?

Answer: Contractor may request Authorized Users to provide certain information and/or documentation of eligibility for contract use, i.e., agency code, name, address, contract, etc., but a credit application and/or credit references are not required to be provided by Authorized Users.

Question: Is there a way to report problems to the Office of General Services with the service being provided by the Contractor?

Answer: Yes, you may contact the Contract Manager listed on the front page of this document (FAQs) or you may click on the **Customer Service** link on the contract summary page and complete a Contract Performance Report.

Question: Is the Authorized User required to verify pricing on products ordered?

Answer: Yes, as with any centralized contract, Authorized Users should verify the price charged for products when ordering by comparing against the current Price Guide. When the invoice is received, Authorized Users should then verify that the invoice reflects the prices as listed in the Price Guide in use at time of order. Any discrepancies must be brought to Contractor's attention within five business days.

Question: What information MUST be included on the Contractor's Invoice in order for payment to be made through the new Statewide Financial System (SFS)?

Answer: So that payments can be made in a timely manner by either the Business Service Center (BSC) or by agencies directly, invoices must include either the Purchase Order or Contract Number, whichever is applicable and the SFS Vendor ID Number. The invoice must also include an invoice number and clearly identify the agency receiving the goods or services. In addition, the following fields should also be included to assist agencies in reconciling their purchases: Order Date, SKU Number and/or Description, and NYS Net Delivered Price separated by order date.

Question: Are authorized users required to provide a Purchase Order when ordering from the contract, even if the order is a "standing" order?

Answer: Authorized Users must submit a Purchase Order directly to the contractor to acquire Baked Goods from this contract. A Purchase Order may be in the form of a written purchase order, procurement card, electronic purchase order or other authorized instrument. Products are not to be delivered by a Contractor until transmittal of an official Purchase Order is received.