

Frequently Asked Questions For Group 02450 – Food (Retail) (Downstate Region), IFB 22688

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 users. Below is a brief listing of questions & answers to help you use of the Downstate Retail Food contract. (<http://ogs.ny.gov/purchase/spg/awards/0245022688CAN.HTM>)

Question: Who is the NYSPRO contact for this contract award?

Answer: Phyllis Keeler, Contract Management Specialist 1
NYS Office of General Services
NYS Procurement (NYSPRO)
Empire State Plaza, Corning Tower, 38th Floor
Albany, NY 12242-0001
Phone: (518) 408-6397
Email: phyllis.keeler@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 email. However, the 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 are updated at various frequencies depending on the sub-lot. Here is a list of when prices may be adjusted by the contractor:

Sub-Lot	Adjustment Frequency
Dairy	Weekly
Produce	Weekly
Meat, Poultry and Fish	Weekly
Frozen	Monthly
Ambient, Canned and Dry	Monthly
Baked Goods	Quarterly
Non-food	Quarterly

The contractor shall submit its revised price guide electronically to NYSPRO to the contact provided above. The latest price guide will then be published to NYSPRO's website. There may be times when the contractor has no changes to report in their price guide (i.e., no price adjustments or product add/delete). In that situation, the contractor may elect to continue using the previous price guide.

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: For these products, pricing is effective on the day of delivery.

Question: How are orders accepted by the contractor?

Answer: Orders may be accepted manually, via fax or electronically via email. All orders shall reference contract number and purchase order number (if applicable). The contractor's contact information is listed in Appendix C Number 2, Contractor Information page 1 (<http://ogs.ny.gov/purchase/spg/pdfdocs/0245022688ContractorInfo.pdf>).

Question: Is there a minimum order for delivery?

Answer: Minimum order is \$300 for delivery to a single location for retail. 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 as stated on the purchase order from each facility. Deliveries shall be on weekdays during normal business hours, as determined by the facility. The contractor shall work with the authorized user to establish mutually beneficial dates of delivery.

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

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

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 NYSPRO with the service being provided by the contractor?

Answer: Yes, you may contact the contract manager listed on the top of page one of this document (FAQs). The NYSPRO Customer Services Team contact information is also provided on the contract summary page.

Question: If products being delivered to authorized users are unusable (damaged, rotten, non-edible, etc.) should NYSPRO be notified?

Answer: Any claim that delivered product is unusable shall be resolved by credit, substitution or other applicable means for resolution within three business days upon written notice from receiving authorized user. If no satisfactory resolution is reached, parties may contact NYSPRO for final decision.

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 contractor's current price guide. When the invoice is received, authorized users should then verify that the invoice reflects the prices listed in the price guide that was current at the time the order was placed. Any discrepancies must be brought to the 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 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 NYS Vendor ID Number. The invoice must also include an invoice number and clearly identify the authorized user 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 New York State 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 commercial and/or retail products 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.

Question: Is the authorized user responsible for paying the administrative fee that is included in the contract?

Answer: No, the contractor will pay the administrative fee directly to NYSPRO on a quarterly basis. The ¼ (.0025) percent fee is already included in the prices being paid by the authorized users.

Question: Will NYSPRO be contacting authorized users to verify prices being paid by our agency are accurate?

Answer: It is likely that periodically NYSPRO auditors assigned to this contract will contact you to verify that the prices you are paying are accurate and verified by price guide comparison. All authorized users should therefore keep complete records of their food purchases from this contract.