

Frequently Asked Questions

For Group 02450 – Food (Commercial) (Statewide) (IFB 22688), AWARD 22794

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 (Q&A's) to facilitate the use of the regional commercial contracts.

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

Answer: Phyllis Keeler, Contract Management Specialist
 New York State Procurement, 38th Floor - Corning Tower, Empire State Plaza, Albany, NY 12242
 Phone: 518-408-6397
 E-mail: 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 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 are updated at various frequencies depending on the Sub-category. Here is a list of when prices may be adjusted by the Contractor.

Retail	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 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 (i.e., no price adjustments or product add/delete). Contractor may elect to continue using the previous 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: For Commercial products, pricing is effective on date of delivery.

Question: How are orders accepted by the Contractor?

Answer: Orders may be accepted manually, via fax, electronically via e-mail, or by using the Contractor's online ordering system. All orders shall reference Contract # and PO # (if applicable). Contractor's contact information is listed in Appendix C Number 2, Contractor Information page 1.

Question: Is there a minimum order for delivery?

Answer: Minimum order is \$1500 for delivery to a single location for Commercial. Contractor may elect to deliver 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. Contractor shall work with the Authorized User to establish mutually beneficial dates of delivery, to the extent possible.

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: If products being delivered to Authorized Users are unusable, (damaged, rotten, non-edible, etc.) should OGS be notified?

Answer: Any claim that delivered product is unusable shall be resolved by credit, substitution or other applicable means for resolution within 3 business days upon written notice from receiving Authorized User. If no satisfactory resolution is reached, parties may contact OGS 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 Contractor's 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 delivery. 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 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 OGS on a quarterly basis. The ¼ percent (.0025) fee is already included in the prices being paid by the Authorized Users.

Question: Will OGS be contacting Authorized Users to verify prices being paid by our agency are accurate?

Answer: It is probable that periodically OGS auditors assigned to this contract will contact your agency to verify that the prices being paid by your agency are accurate and verified by Price Guide comparison. All Authorized Users should therefore keep complete records of their food purchases from this contract.