

Miscellaneous Office Supplies (Statewide) Group 23000 – Award 22438

FREQUENTLY ASKED QUESTIONS

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 Miscellaneous Office Supplies contract.

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

Answer: Terry Deere-Riley, Contract Management Specialist 1
NYS Procurement (NYSPRO), 38th Floor - Corning Tower, Empire State Plaza, Albany, NY 12242
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Question: How do I know what products the contractor offers?

Answer: Authorized Users are encouraged to purchase their miscellaneous office supplies from the Core List of items. (A list of these items can be located on the document named "Price Guide".) If however, these products do not meet your form, function or utility you may obtain your office supply needs at a discount from list price. The OGS dedicated Staples's website (www.staplesadvantage.com/nys) will reflect the discount in their current net price. If an Authorized user requires a paper copy of the net prices, the Contractor must provide a current Net Price List to any Authorized Users who request one. Net Price List contains all products regularly stocked by the Contractor.

Question: Are there any products that cannot be purchased?

Answer: Yes, there are exclusions which include; All Services (except delivery), Furniture, Hand and Platform Trucks, Storage Cabinets, Computers, peripherals and supplies (not including toner), Printers, Copiers, Facsimile Machines, Software requiring a licensing agreement, promotional products and Global Positioning Systems. The pages of the Contractor's printed catalog are listed on the homepage of the Contractor's website.

Question: Do I have to purchase items from a Preferred Source before using this contract?

Answer: Yes, some products in this contract may be available from one or more Preferred Source agency. Authorized Users are reminded to comply with the statutory requirements under Section 162 of the State Finance Law and the guidelines issued by the State Procurement Council to afford first priority to products available from preferred sources which meet your form, function and utility.

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

Answer: Net Price List for the **Core List Items** for Miscellaneous Office Supplies Guides is firm for the first three-years of the contract. In case of a Contract extension, OGS will consider price adjustments for **Core List Items**. Pricing for **Non-Core Items** may be updated on an annual basis when new catalogs are released. The Contractor

shall submit its revised Net Price List to OGS in electronic format to the Contract Manager listed herein. When approved by OGS the latest Price List information will then be published to OGS website.

Question: How are orders accepted by the Contractor?

Answer: The Contractor will accept orders between the hours of 8:00 a.m. through 5:00 p.m. ET, Monday through Friday, except NYS Holidays. Contractor will accept orders: (1) verbally via toll-free number; (2) manually, via facsimile; and (3) electronically via a personal computer web-based system. All orders shall reference Contract No. and Purchase Order No. (if applicable). Contractor's contact information is listed within Appendix D.

Question: Is there a minimum order for delivery?

Answer: Contractor has agreed to accept orders of any amount, with no minimum. All prices shall include all custom duties and charges and be net, F.O.B. destination any point in New York State as designated by the Authorized User.

Question: What is the number of calendar days to make delivery?

Answer: Next day delivery (excluding Saturday, Sunday and NYS legal holidays) for contract items if ordered by 5:00pm, custom or large orders are 10-20 business days.

Question: What type of delivery is included?

Answer: Each delivery shall be delivered to either an inside storeroom, inside desk or a single dock based upon the needs of the Authorized User. All deliveries against this contract shall not include an additional charge.

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 Net List Price. When the invoice is received, Authorized Users should then verify that the invoice reflects the prices as listed on the Net Price List 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 List Price separated by order date.

Question: What if a product has a Quality Problem?

Answer: Upon written notification by the Authorized User to the Contractor, products determined to have quality problems, outdated product, damage, etc., shall be picked up by the Contractor within ten business days after notification with no restocking charge. The Authorized User shall elect whether to receive a replacement product or a credit/refund for the full purchase price. The Authorized User must conduct its inspection, and notify the Contractor within 30 calendar days of delivery. If a defect is not identified within 30 calendar days after delivery, the Authorized User may be required to contact the manufacturer directly. Contractor shall provide an Authorized User with the manufacturer's contact number.

Question: What if a product has to be returned due to an Authorized User error?

Answer: Products ordered in error by an Authorized User shall be returned by Authorized User at its expense for credit within fifteen business days of delivery. Standard stock products must be in resalable condition (original container, unused). The Contractor agrees it shall not charge a restocking fee for product returns due to Authorized User error.

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 ask State agencies and other Authorized Users to provide information, such as documentation of eligibility to use New York State contracts, agency code, name, address and contact person in order to facilitate the opening of a customer account. An Authorized User shall not be required to provide credit references.

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 herein or you may click on the **Customer Service** link on the contract summary page of this award on the OGS Website and complete a Contract Performance Report.