

**Frequently Asked Questions
For Group 20915 – Furniture (Statewide), IFB 22398
Updated July 20, 2015**

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 contractors and authorized users. Below is a brief listing of Questions & Answers (Q&A's) to facilitate the use of the Furniture Contract.

PLEASE NOTE: It is the intent of this contract to provide products within the categories listed below. Any items not within the scope of this award are excluded, for example medical furniture, refurbished, remanufactured products, etc.

Product Categories:

- Conference Furniture
- Dormitory Furniture
- General Purpose Tables
- High Density Filing
- Household Furniture
- Library Furniture
- Office Furniture
- School Furniture (includes cafeteria tables)
- Specialty Seating
- Systems Furniture

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

Answer: Tammy Althiser
Procurement Services, Corning Tower, 38th Floor
Empire State Plaza, Albany, NY 12242
Phone: 518-474-3382
E-mail: tammy.althiser@ogs.ny.gov

Question: What product categories are offered on this contract and what contractor offers which categories?

Answer: The product categories are listed above as well as contained in the Contract Award Notification (CAN) document. Additionally, a matrix is provided in the CAN that outlines which contractors provide which categories.

Question: What discount is each contractor offering? Is there a minimum order? Is there an inside delivery fee?

Answer: There is a link on the summary page that brings up a spreadsheet containing tabs for each contractor. Click on the appropriate contractor and the discount/delivery/minimum order/volume

discount information will be outlined. The link can be found at the following web address:

http://www.ogs.ny.gov/purchase/spg/lists/gp_209.asp

Question: Are Contractors noted as being either Minority and/or Women Owned Business?

Answer: On the same spreadsheet referenced in the answer above, if a company is a certified MWBE, it will be noted in their information tab.

Question: How often can Contractor Price Lists be updated?

Answer: As outlined in Invitation for Bid Number 22398, the price list submitted with the bid shall remain in effect for one year after awarded a contract. After that time, contractors may submit a new RETAIL price list on an **annual basis**. Price lists will become effective when they have been reviewed and approved by OGS and published on the OGS website.

Question: How should the price list updates be submitted?

Answer: Manufacturer retail price lists electronic email submissions will be allowed. Price Lists shall contain an "effective date" and if there are any exclusions listed within the Price List, they should be clearly noted in a SEPARATE correspondence. Contractors will be notified by our office regarding the specifics for price list updates. These notifications will be sent via regular mail and via email to the addresses located in our published award documents. Contractors will be given a short time period to submit their updated price lists. Contractors may only update their price lists during this designated time period as specified by OGS.

Question: Is installation covered under this contract?

Answer: No, installation is **NOT** covered under this contract. Installation of products such as systems furniture, high density filing systems, etc. shall be handled by the ordering agency according to their Purchasing Guidelines and discretionary limits, and shall comply with wage and labor rates, all state and local codes and public works guidelines if applicable.

Question: Are authorized dealers allowed to accept purchase orders and receive payments?

Answer: There are two types of authorized dealers – those that can accept orders and direct payment and those that cannot. The Contract Award Notice, located at the web address listed below, specifically lists the authorized dealers who can accept direct payment. This information can be found by using the link entitled, "Contractor Info".

<http://www.ogs.ny.gov/purchase/spg/awards/2091522398CAN.HTM>

Contractors are permitted to designate other authorized dealers who are not listed on our website but these dealers are not allowed to accept direct payment. It is not OGS's intention to track authorized dealers who are not accepting direct payment.

Question: Can non-contract items be submitted on a purchase order with contract items?

Answer: No, any non-contract items must be submitted on a separate purchase order.

Question: Is there a way to report problems to the Office of General Services associated with the products ordered from the Furniture Contract?

Answer: Yes. You may contact the contract manager listed on the front page of this document with any problems/concerns encountered when using the furniture contract.

Question: Are contractors required to contact OGS directly when any contract information changes (i.e., contact name, email address, company address, phone #, website, etc.)?

Answer: Yes, it is the Contractor's responsibility to make sure OGS has the most current information on file.

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 and the discount offered when ordering by comparing them against the current Price List. When the invoice is received, authorized users should then verify that the invoice reflects the prices listed in the Price List in use at the time of the order. Any discrepancies must be brought to the contractor's attention within five business days.

Question: Are authorized users allowed to negotiate better discounts (lower prices) for the product lines they are interested in purchasing?

Answer: YES! Authorized users are STRONGLY URGED to negotiate better discounts from any contractor listed in the CAN. The discounts listed for each contractor should be considered as "NOT TO EXCEED" and therefore, buyers should be negotiating the best pricing possible for every purchase. Buyers are also encouraged to shop several different product lines to ensure that they are getting the BEST VALUE for New York State.

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 invoices must include 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 entity receiving the goods or services. In addition, the following fields should also be included: Order date, SKU number and/or description and NYS net delivered price.

Question: What does inside delivery include?

Answer: Inside delivery is intended for essentially free standing furniture when the ordering agency is unable to bring it from the dock to the point of use. It shall consist of removal from truck, bringing to point of use, uncrating, minor assembly, leaving ready for use and the removal of debris.

Question: Is there a particular reporting template that contractor’s should use to report sales to OGS?

Answer: Yes. A template for such a report can be found on the summary page and is called, Report of Contract Usage. All fields of information shall be accurate and complete. The report is to be submitted electronically in Microsoft Excel 2007 or newer (or as otherwise directed by OGS), via electronic mail to the attention of the individual designated by the Contract and shall reference the Group Number, the Award Number, Contract Number, Sales Period, Contractor's (or other authorized agent) Name, and all other fields required, using the report template. The report template can be accessed at the following web address: http://www.ogs.ny.gov/purchase/spg/lists/gp_209.asp.

Additional reporting will be required beginning with the 6/1/15-11/30/15 sales period. The new report template will be available 9/1/15. This sales report is due December 1, 2015. This updated template should be utilized for future reporting periods.

Question: What time periods should Contractors be capturing for the Report of Sales and when are they due to OGS?

Answer: Contractors shall furnish semiannual (every six months) reports as follows:

12/1/13 – 5/31/14	Report Due: June 15, 2014
6/1/14 – 11/30/14	Report Due: December 15, 2014
12/1/14 – 5/31/15	Report Due: June 15, 2015
6/1/15 – 11/30/15	Report Due: December 15, 2015
12/1/15 – 5/31/16	Report Due: June 15, 2016
6/1/16 – 11/30/16	Report Due: December 15, 2016
12/1/16 – 5/31/17	Report Due: June 15, 2017
6/1/17 – 11/30/17	Report Due: December 15, 2017
12/1/17 – 5/31/18	Report Due: June 15, 2018
6/1/18 – 11/30/18	Report Due: December 15, 2018

Failure to submit the required report may be cause for **disqualification of contractor for future contracts.**
Current Report of Sales must be submitted to be eligible to submit Price List Updates.

Question: If a Contractor is using authorized dealers under this contract, are the dealers required to submit reports directly to OGS or is the Contractor responsible for sending in all reports?

Answer: Contractors shall collect and submit **ONE** sales report for **ALL** resellers, dealers, distributors and other authorized distribution channels.

Question: Are contractors able to modify their Authorized Dealer listing and if so, how should modifications be requested?

Answer: Yes, if contractors allow Authorized Dealers to participate in the contract (to accept orders and direct payment), requests to add, delete or modify Authorized Dealer information must be submitted to OGS for prior approval. Such requests should be sent to the contract manager referenced on the front page of this document. Contractors must use the Authorized Dealer listing posted on the OGS website as a starting point as this is the most current information available. Please be aware that if an Authorized Dealer does not have a valid NYS Vendor Identification number, they are not able to accept direct payment.

Due to the large number of contractors on this Furniture award, Contractors will be allowed to update their Authorized Dealer information only once per calendar quarter.

Question: If a contractor would like to add an Authorized Dealer but they do not have a valid NYS Vendor Identification number, what is the process for requesting one?

Answer: NYS Vendor Identification numbers can be obtained by submitting an OSC Substitute W-9 form to the contract manager referenced on the front page of this document. An OSC Substitute W-9 form can be found at the following link: http://www.osc.state.ny.us/vendors/forms/ac3237s_fe.pdf. The Office of General Services will initiate the vendor registration process. Once the process is initiated, registrants will receive an email from OC that includes the unique ten-digit vendor identification number assigned to the company and instructions on how to enroll in the online Vendor Self-Service application.