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March 19, 2023

Mr. JP Behrle, Deputy Chief Procurement Officer
NYS Office of General Services
Procurement Services
38th Floor – Corning Tower
Empire State Plaza
Albany, NY 12242

Re: Conditions for Approval of NYSID to Provide Mail-Fulfillment Services- *Revised 3-19-23*

Dear Mr. Behrle:

A condition of the September 29, 2020 approval by the NYS Procurement Council granting NYSID Preferred Source designation for the provision of Mail Fulfillment Services is for NYSID to present at each Council meeting beginning January 2019 a report showing the number of Mail Fulfillment Services performed for state and local government agencies.

Since the January 18, 2023 Procurement Council Meeting NYSID has **not** entered into any new mail fulfillment contracts.

In addition, NYSID is providing status updates on all mail fulfilment contracts previously reported to the NYS Procurement Council, in accordance with the reporting requirements stipulated in the NYS Procurement Council Conditional Approval.

- Name of procuring agency: NYS OTDA
- Name of Preferred Source Member Agency: Center for Disability Services
- Date of contract and term of contract, if applicable: 8-1-2022 – 7-31-2027
- Brief description of contract scope & status of contract (e.g., completed, 50% complete) – Contractor will receive securely transmitted electronic letters to individual addressees to print, fold, insert, pre-sort and mail (approximately 35M images annually). Contractor will receive pre-printed letters to fold, insert, pre-sort and mail (approximately 23M envelopes annually). Contractor may pick-up fully mail metered envelopes daily Monday – Friday, pre-sort and deliver to USPS (minimal volume).
  CFDS began printing on 11-15-22
- Value of contract – Approximately $ 3.6M annually- (exclusive of USPS postage fees)
- Value of Printing Portion – Approximately $1.67 annually– (exclusive of USPS postage fees)
- Number and type of documents digitally printed - Securely transmitted electronic letters to individual addressees to print, fold, insert, pre-sort and mail (estimated 35M images annually)
- Total labor hours- 58,259 hours
- Total labor hours dedicated to digital printing – 12,000 (67% disabled)
- Percentage of contract labor hours dedicated to digital printing – 21%
- Labor ratio of disabled to non-disabled workers on contract –76% Disabled Labor & 24% Non-Disabled Labor

Use of corporate partners for the non-printing component of the service- NONE

- Name of procuring agency: NYS OTDA
- Name of Preferred Source Member Agency: Center for Disability Services
- Date of contract and term of contract, if applicable: 8-1-2022 – 7-31-2027
- Brief description of contract scope & status of contract (e.g., completed, 50% complete) – Contractor will receive securely transmitted ALTERNATE FORMAT- 18 POINT FONT electronic letters to individual addressees to print, fold, insert, pre-sort and mail (approximately 2,267,500 images annually).
  NO PRINT work performed yet. CFDS & OTDA are still in testing phase
- Value of contract – Approximately $ 3.6M annually- (exclusive of USPS postage fees)
  Value of Printing Portion – Approximately $187,068.75 annually– (exclusive of USPS postage fees)
- Number and type of documents digitally printed securely transmitted ALTERNATE FORMAT- 18 POINT FONT electronic letters to individual addressees to print, fold, insert, pre-sort and mail (approximately 2,267,500 images annually).
- Total labor hours- 2,110 hours
- Total labor hours dedicated to digital printing – 880 (92% disabled)
- Percentage of contract labor hours dedicated to digital printing – 41%
- Labor ratio of disabled to non-disabled workers on contract –83% Disabled Labor & 17% Non-Disabled Labor

Use of corporate partners for the non-printing component of the service- NONE

Please note that the above two entries were submitted as two separate NYS OGS applications and NYS OTDA combined both into one contract.

- Name of procuring agency: NYSIF
- Name of Preferred Source Member Agency: Center for Disability Services
- Date of contract and term of contract, if applicable: 1-1-2023 – 12-31-2027
- Brief description of contract scope & status of contract (e.g., completed, 50% complete) – Contractor will receive securely transmitted electronic documents (black & white letters, color letters, perforated letters, checks, certified letters) to individual addressees to print, fold, insert, pre-sort and mail (approximately 25.5 M images annually).
  CFDS began work 1-1-23
- Value of contract – Approximately $3M annually- (exclusive of USPS postage fees)
- Value of Printing Portion – Approximately $1.8 annually– (exclusive of USPS postage fees)
- Number and type of documents digitally printed - Securely transmitted electronic documents to individual addressees to print, fold, insert, pre-sort and mail (estimated 25.5M images annually)
- Total labor hours- 73,180 hours
- Total labor hours dedicated to digital printing – 15,500 (74% disabled)
- Percentage of contract labor hours dedicated to digital printing – 21 %
- Labor ratio of disabled to non-disabled workers on contract –79% Disabled Labor & 21% Non-Disabled Labor

Use of corporate partners for the non-printing component of the service- NONE

- Name of procuring agency: NYS Department of Health
- Name of Preferred Source Member Agency: Center for Disability Services
- Date of contract and term of contract, if applicable: 8-1-2022 – 7-31-2023
- Brief description of contract scope & status of contract (e.g., completed, 50% complete) – Contractor will receive securely transmitted electronic letters to individual addressees to print, fold, insert, pre-sort and mail (approximately 920,000 images). **This was ONE-TIME mailing. 100% Complete.**
- Value of contract – Approximately $101,200.00 for complete project - (exclusive of USPS postage fees)
- Value of Printing Portion – Approximately $25,000 – (exclusive of USPS postage fees)
- Number and type of documents digitally printed - Securely transmitted electronic documents to individual addressees to print, fold, insert, pre-sort and mail (estimated 920,000 images)
- Total labor hours- 1,198.67 hours
- Total labor hours dedicated to digital printing – 444.34 (78% disabled)
- Percentage of contract labor hours dedicated to digital printing – 37 %
- Labor ratio of disabled to non-disabled workers on contract –79% Disabled Labor & 21% Non-Disabled Labor

Use of corporate partners for the non-printing component of the service- NONE

Mail Fulfillment Compilation from September 2019 to April 2022

Dates: **September 5, 2019 – November 4, 2019**

- Name of procuring agency: NYS Department of Health
- Name of Preferred Source Member Agency: Center for Disability Services
- Date of contract and term of contract, if applicable: February 1, 2020 – January 31, 2021
- Brief description of contract scope & status of contract (e.g., completed, 50% complete) – 18,000 NYS DOH Member Satisfaction Surveys- single sided, one page black & white document- documents to be printed, folded, inserted and mailed
  Work slated to begin February 1, 2020
  100% COMPLETE
- Value of contract - $ 11,665.65 (inclusive of USPS postage fees)
- Number and type of documents digitally printed – 18,000 NYS DOH Member Satisfaction Surveys- single sided, one page black & white document- documents to be printed, folded, inserted and mailed
- Total labor hours- 60.50 hours
- Total labor hours dedicated to digital printing – 17.50 (100% disabled)
- Percentage of contract labor hours dedicated to digital printing - 28.9%
- Labor ratio of disabled to non-disabled workers on contract – 81.8% Disabled Labor & 18.2% Non-Disabled Labor
- Use of corporate partners for the non-printing component of the service- NONE

- Name of procuring agency: NYS Department of Housing Preservation and Development
- Name of Preferred Source Member Agency: Fedcap Rehabilitation Services, Inc.
- Date of contract and term of contract, if applicable: July 1, 2019 –June 30, 2023
- Brief description of contract scope & status of contract (e.g., completed, 50% complete) –Print, processing & mailing of approximately 30 different Violation Notices, Letters and HPD Forms- single or multi-page, black & white
  0% COMPLETE- Contract did not come to fruition
  On-going **daily** work for the term of the contract period of July 1, 2019 –June 30, 2023
- Value of contract – Annual Value- $ 1,030,613.00
  Printing, Processing & Mailing = $ 318,114
  Processing & Mailing Pre-Printed Documents picked-up from HPD = $712,499
- Number and type of documents digitally printed – Approximately 600,000 annually of 30 different Violation Notices, Letters and HPD Forms- single or multi-page, black & white
- Total labor hours- 5,915 hours- Printing, Processing & Mailing Portion ONLY
- Total labor hours dedicated to digital printing –Estimated at 1750 hours (100% disabled)
- Percentage of contract labor hours dedicated to digital printing - 29.5%
- Labor ratio of disabled to non-disabled workers on contract – 76.9% Disabled Labor & 23.1% Non-Disabled Labor
- Use of corporate partners for the non-printing component of the service- NONE

Dates: **November 2019 – January 2020**

- Name of procuring agency: NY State Education Department
- Name of Preferred Source Member Agency: Center for Disability Services
- Date of contract and term of contract, if applicable: 11/15/19- 11/30/19
- Brief description of contract scope & status of contract (e.g., completed, 50% complete) –50,00 Letters Acces VR Implementation Policy Change Notifications- double sided, 2 page black & white document- documents to be printed, folded, inserted and mailed
  100% COMPLETE
- Value of contract - $ 21,800.00 (inclusive of USPS postage fees)
- Number and type of documents digitally printed –50,000 Letters Acces VR Implementation Policy Change Notifications- double sided, 2 page black & white document- documents to be printed, folded, inserted and mailed
- Total labor hours- 77.25 hours
- Total labor hours dedicated to digital printing – 20.50 (100% disabled)
- Percentage of contract labor hours dedicated to digital printing – 26.5%
- Labor ratio of disabled to non-disabled workers on contract –84.8% Disabled Labor & 15.2% Non-Disabled Labor
- Use of corporate partners for the non-printing component of the service- NONE

- Name of procuring agency: NYS Office of Court Administration
- Name of Preferred Source Member Agency: Center for Disability Services
- Date of contract and term of contract, if applicable: 12/1/19- 11/30/22 with 2 one year options to renew
- Brief description of contract scope & status of contract (e.g., completed, 50% complete) – 2,000,000 court notifications annually double sided, 2 page black & white document- documents to be printed, folded, inserted and mailed
  On-Going work – NYS OCA exerted option year 12/1/22
- Value of contract - $ 284,000 - + postage of $ 824,000 annually
- Number and type of documents digitally printed 2,000,000 court notifications annually double sided, 2 page black & white document- documents to be printed, folded, inserted and mailed
- Total labor hours- 2,264 hours
- Total labor hours dedicated to digital printing – 500 (100% disabled)
- Percentage of contract labor hours dedicated to digital printing – 22.08%
- Labor ratio of disabled to non-disabled workers on contract –83.9% Disabled Labor & 16.1% Non-Disabled Labor
- Use of corporate partners for the non-printing component of the service- NONE

Dates: **January 2020 – August 2020**

- Name of procuring agency: NY State Office of Court Administration
- Name of Preferred Source Member Agency: Center for Disability Services
- Date of contract and term of contract, if applicable: 7-1-2020 – 6-30-2025
- Brief description of contract scope & status of contract (e.g., completed, 50% complete) – OCA is requesting mail fulfillment services to print and mail the following job types: Questionnaires, Summons, and Non Compliance Letters. The estimated totals for Questionnaires is 6.2 million, Summons 2.5 million, and Non Compliance Letters 150,000. Each document is one sheet of paper printed duplex. Summons documents are printed in full color and the remaining documents in black print. OCA provides a custom web service to make data available, and the Center will retrieve data from this service and also communicate back to this service to update job status
  On-Going work, entered into year 3 of 5 year contract 7-1-22
- Value of contract - $ 7,768,769.56 – five years (inclusive of USPS postage fees)
- Number and type of documents digitally printed – OCA is requesting mail fulfillment services to print and mail the following job types: Questionnaires, Summons, and Non Compliance Letters. The estimated totals for Questionnaires is 6.2 million, Summons 2.5 million, and Non Compliance Letters 150,000. Each document is

one sheet of paper printed duplex. Summons documents are printed in full color and the remaining documents in black print. OCA provides a custom web service to make data available, and the Center will retrieve data from this service and also communicate back to this service to update job status

- Total labor hours- 11,408 hours
- Total labor hours dedicated to digital printing – 3,157 (100% disabled)
- Percentage of contract labor hours dedicated to digital printing – 26.5%
- Labor ratio of disabled to non-disabled workers on contract –80.6% Disabled Labor & 19.4% Non-Disabled Labor
- Use of corporate partners for the non-printing component of the service- NONE

- Name of procuring agency: SUNY Downstate Medical Center
- Name of Preferred Source Member Agency: Center for Disability Services
- Date of contract and term of contract, if applicable: 1-1-2021 – 12-31-2025
- Brief description of contract scope & status of contract (e.g., completed, 50% complete) – SUNY DMC will send vendor on a weekly basis four FTP files containing print images of both inpatient and outpatient billing information and collection letter. The files will be processed by the contractor and printed and mailed to the respective patients. Mailing must go out within one week of receiving the files. Approximately 30,000 letters per month

  On-Going work, entered into year 3 of 5 year contract 1-1-23

- Value of contract - $28,800 annually (exclusive of USPS postage fees)
- Number and type of documents digitally printed - SUNY DMC will send vendor on a weekly basis four FTP files containing print images of both inpatient and outpatient billing information and collection letter. The files will be processed by the contractor and printed and mailed to the respective patients. Mailing must go out within one week of receiving the files. Approximately 240,000 images annually.
- Total labor hours- 843 hours
- Total labor hours dedicated to digital printing – 200 (53% disabled)
- Percentage of contract labor hours dedicated to digital printing – 23.7%
- Labor ratio of disabled to non-disabled workers on contract –82% Disabled Labor & 18% Non-Disabled Labor
- Use of corporate partners for the non-printing component of the service- NONE

- Name of procuring agency: NYS OTDA
- Name of Preferred Source Member Agency: Center for Disability Services
- Date of contract and term of contract, if applicable: TBD
- Brief description of contract scope & status of contract (e.g., completed, 50% complete) – Contractor shall receive securely transmitted files, print, fold, insert, sort & mail 162,000,000 annual client notices

  0% COMPLETE- Contract did not come to fruition
- Value of contract - $10,959,000 annually (exclusive of USPS postage fees)
- Number and type of documents digitally printed - Contractor shall receive securely transmitted files, print, fold, insert, sort & mail 162,000,000 annual client notices
- Value of contract - $10,959,000 annually (exclusive of USPS postage fees)
- Total labor hours- 86,716 hours
- Total labor hours dedicated to digital printing – 45,500 (83% disabled)
- Percentage of contract labor hours dedicated to digital printing – 53%
- Labor ratio of disabled to non-disabled workers on contract –81% Disabled Labor & 19% Non-Disabled Labor
- Use of corporate partners for the non-printing component of the service- NONE

Dates: **September 2020 – November 2020**

- Name of procuring agency: NYS Department of Labor
- Name of Preferred Source Member Agency: Center for Disability Services
- Date of contract and term of contract, if applicable: 10-1-2020 – 3-31-2021
- Brief description of contract scope & status of contract (e.g., completed, 50% complete) – Contractor shall receive NYS DOL COVID 19 related pre- printed documents (4,000,000/month), as well as securely transmitted electronic NYS DOL COVID 19 related notices to print (90,000/month) fold, insert, sort & mail COVID 19 related unemployment notices
  100% COMPLETE, however, NO PRINT work was performed
- Value of contract - $ 1,000,000 - 6 MONTHS
  Value of Printing Portion - **$ 110,000** – 6 Months (exclusive of USPS postage fees)
- Number and type of documents digitally printed -Securely transmitted electronic NYS DOL COVID 19 related notices to print (90,000/month)
- Total labor hours- 25,000 hours
- Total labor hours dedicated to digital printing – 1,404 (56% disabled)
- Percentage of contract labor hours dedicated to digital printing – 5.6%
- Labor ratio of disabled to non-disabled workers on contract –60% Disabled Labor & 40% Non-Disabled Labor
- Use of corporate partners for the non-printing component of the service- NONE

***NYS DOL did not have NYSID perform any of the anticipated print work for this contract. NYS DOL only provided pre-printed documents to be folded, inserted and mailed. The above information regarding the printing is accurate if NYS DOL had provided the anticipated 90,000/month of documents to print, but instead had these printed by NYS ITS."*

- Name of procuring agency: NYS OASAS
- Name of Preferred Source Member Agency: Center for Disability Services
- Date of contract and term of contract, if applicable: 10-20-2020 – 10-31-2020
- Brief description of contract scope & status of contract (e.g., completed, 50% complete) – Contractor shall receive NYS OASAS Black & White Letter and individualized mailing list. Contractor shall print letter with addresses, fold, insert & mail
  100% COMPLETE

- Value of contract - $ 720.00
  Value of Printing Portion - **$ 500.00** (exclusive of USPS postage fees)
- Number and type of documents digitally printed - Contractor shall receive NYS OASAS Black & White Letter and individualized mailing list. Contractor shall print letter with addresses, fold, insert & mail
- Total labor hours- 3.25 hours
- Total labor hours dedicated to digital printing – 1.25 (75% disabled)
- Percentage of contract labor hours dedicated to digital printing – 38.5%
- Labor ratio of disabled to non-disabled workers on contract –77% Disabled Labor & 23% Non-Disabled Labor
- Use of corporate partners for the non-printing component of the service- NONE

Dates: **November 2020 – January 2021**

- Name of procuring agency: Warren County
- Name of Preferred Source Member Agency: Center for Disability Services
- Date of contract and term of contract, if applicable: 1-1-2021 – 12-31-2025
- Brief description of contract scope & status of contract (e.g., completed, 50% complete) – Contractor shall pick-up fully mail metered envelopes daily Monday – Friday, pre-sort and deliver to USPS- estimated 25,000 envelopes annually. Contractor may also receive securely transmitted electronic letters to individual addressees to print, fold, insert, pre-sort and mail (estimated 50,000 pages annually). Contractor may also receive pre-printed letters to fold, insert, pre-sort and mail (estimated 25,000 envelopes annually)
  On-going contract- NO PRINT work performed to date
- Value of contract - $ 8,750.00 – annually- (exclusive of USPS postage fees)
- Value of Printing Portion - $2,000 annually– (exclusive of USPS postage fees)
- Number and type of documents digitally printed - Securely transmitted electronic letters to individual addressees to print, fold, insert, pre-sort and mail (estimated 50,000 pages annually)
- Total labor hours- 326 hours
- Total labor hours dedicated to digital printing – 60 (80% disabled)
- Percentage of contract labor hours dedicated to digital printing – 18 %
- Labor ratio of disabled to non-disabled workers on contract –76% Disabled Labor & 24% Non-Disabled Labor
- Use of corporate partners for the non-printing component of the service- NONE

- Name of procuring agency: NYS Office of Court Administration
- Name of Preferred Source Member Agency: Center for Disability Services
- Date of contract and term of contract, if applicable: 11-15-2020 – 12-31-2020
- Brief description of contract scope & status of contract (e.g., completed, 50% complete) – 100% Complete. Contractor will receive securely transmitted electronic "appearance" letters to individual addressees to print, fold, insert, pre-sort and mail (estimated 80,000 letters). Each letter is 2 pages, printed in duplex and black & white
  100% COMPLETE
- Value of contract - $16,160– annually- (exclusive of USPS postage fees)
- Value of Printing Portion - $13,600 annually– (exclusive of USPS postage fees)
- Number and type of documents digitally printed - Contractor will receive securely transmitted electronic "appearance" letters to individual addressees to print, fold, insert, pre-sort and mail (estimated 80,000 letters). Each letter is 2 pages, printed in duplex and black & white.
- Total labor hours- 96 hours
- Total labor hours dedicated to digital printing – 29 hours (82.75% disabled)
- Percentage of contract labor hours dedicated to digital printing – 30 %
- Labor ratio of disabled to non-disabled workers on contract –77% Disabled Labor & 23% Non-Disabled Labor
- Use of corporate partners for the non-printing component of the service- NONE

Dates: **January 2021 – April 2021**

- Name of procuring agency: NYS Office of Court Administration
- Name of Preferred Source Member Agency: Center for Disability Services
- Date of contract and term of contract, if applicable: 1-1-2021 – 12-31-2021
  Brief description of contract scope & status of contract (e.g., completed, 50% complete) – 20% Complete. Contractor will receive securely transmitted electronic "evictions and foreclosure" letters related to COVID 19 Updates to individual addressees to print, fold, insert, pre-sort and mail (estimated 600,000 letters). Each letter is 4 pages or 3 pages, printed in duplex and black & white. These are COVID 19 related documents regarding rules & policies surrounding evictions & foreclosures.
  100% COMPLETE
- Value of contract - $189,000– annually- (exclusive of USPS postage fees)
- Value of Printing Portion - $156,000 annually– (exclusive of USPS postage fees)

- Number and type of documents digitally printed - Contractor will receive securely transmitted electronic "evictions and foreclosure" letters to individual addressees to print, fold, insert, pre-sort and mail (estimated 600,000 letters). Each letter is 4 pages or 3 pages, printed in duplex and black & white.
- Total labor hours- 1070 hours
- Total labor hours dedicated to digital printing – 350 hours (85.7% disabled)
- Percentage of contract labor hours dedicated to digital printing – 32.7 %
- Labor ratio of disabled to non-disabled workers on contract –79.4% Disabled Labor & 20.6% Non-Disabled Labor
- Use of corporate partners for the non-printing component of the service- NONE

** Technical contract term began 1-1-2021, however, the contract was not signed by NYSID until 2-1-2021 due to on-going contract modifications and uncertainty if the contract would actually come to fruition and/or contain the printing requirement. The contract remains in the status of "pending execution" at this time. This is a COVID 19 related contract and NYS OCA had urgent and evolving needs to get out the initial mailing. The first mailing was sent at the end of January 2021. It is anticipated that additional work will begin approximately at the end of April 2021.**

- Name of procuring agency: MTA Long Island Railroad
- Name of Preferred Source Member Agency: FEDCAP
- Date of contract and term of contract, if applicable: 11-1-2020 – 10-31-2023
- Brief description of contract scope & status of contract (e.g., completed, 50% complete) – 3 year Contract. Contractor will receive pre-printed documents and/or letters to individual addressees to print, fold, insert, pre-sort and mail (estimated 11,500 printed and 288,242 pre-printed), printed in black & white.
  On-going contract will enter into 3rd & final year in fall of 2022
- Value of contract - $100,000– 3 Year Total - (exclusive of USPS postage fees)
- Value of Printing Portion - $1,800 – 3 Year Total– (exclusive of USPS postage fees)
- Number and type of documents digitally printed - 3 year Contract. Contractor will receive pre-printed documents and/or letters to individual addressees to print, fold, insert, pre-sort and mail (estimated 11,500 printed and 288,242 pre-printed), printed in black & white.
- Total labor hours- 891 annual hours
- Total labor hours dedicated to digital printing – 3 hours (100% disabled)
- Percentage of contract labor hours dedicated to digital printing – .33 %
- Labor ratio of disabled to non-disabled workers on contract –75.1% Disabled Labor & 24.9% Non-Disabled Labor
- Use of corporate partners for the non-printing component of the service- NONE

** Please note that MTA Long Island Railroad did not agree to the NYSID price proposal and OGS application documents until 4-5-2021, consequently, NYSID was not certain that this contract would actually come to fruition until MTA LIRR sign off was received on 4-5-2021. MTA LIRR requested that the contract start retro-actively back to 11-1-2020. MTA LIRR requested that we add the option of *print & mail* during negotiations vs the originally provided specifications that only requested folding, inserting and mailing MTA LIRR provided documents.**

Please feel free to contact me should you have any questions.

Sincerely,

Meredith Hartman

Meredith Hartman
Vice President- Contract Administration