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July 30, 2019

Mr. Sean Carroll, Chief Procurement Officer  
NYS Office of General Services  
Procurement Services  
38<sup>th</sup> Floor – Corning Tower  
Empire State Plaza  
Albany, NY 12242

Re: Conditions for Approval of NYSID to Provide Mail-Fulfillment Services  
7.21.2020 Letter Revised at request of OGS

Dear Mr. Carroll:

A condition of the November 28, 2018 approval by the NYS Procurement Council (NYSPC), granting NYSID Preferred Source designation for the provision of mail-fulfillment services is for NYSID to present at each Council meeting from January 2019, a report showing the number of mail-fulfillment services performed for state and local government agencies.

Since the January 30, 2020 Procurement Council Meeting NYSID has not entered into any new mail fulfillment contracts.

However, NYSID is actively working on finalizing three contracts with the following agencies: NYS Office of Court Administration, SUNY Downstate Medical Center and NYS Office of Temporary Disability Assistance (OTDA). It is planned that the Center For Disability Services will complete this work.

Below are the details on these projects in accordance with the reporting requirements:

- 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 are 6.2 million, Summons 2.5 million, and NonCompliance 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
- Value of contract - \$ 1.55m – five years (exclusive 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
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- 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: 7-1-2020 – 6-30-2025
  - 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
  - Value of contract - \$40,000 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 30,000 letters per month
  - Total labor hours- 500 hours
  - Total labor hours dedicated to digital printing – 150 (100% disabled)
  - Percentage of contract labor hours dedicated to digital printing – 30%
  - 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
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- 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
  - 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

The OTDA contract, although approved by OTDA and OGS was rejected by DOB on 7.1.2020.

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

Sincerely,

A handwritten signature in black ink, appearing to read 'Maureen O'Brien', with a stylized, flowing script.

Maureen O'Brien  
President and Chief Executive Officer

cc: NYS Procurement Council