

**NYS DEPARTMENT OF CORRECTIONS AND COMMUNITY SUPERVISION
IFB 2017-10 MESSENGER SERVICES NYC/RIKERS ISLAND
QUESTIONS AND ANSWERS**

1. General, no specific page (NSP): What firm is the incumbent and how long have they been working for the Department of Corrections and Community Supervision (DOCCS)?

The current vendor is NYS Industries for the Disabled (NYSID), a New York State preferred source vendor.

2. General, NSP: About how much does the Department spend annually for these messenger services? **Approximately \$45,000.00**
3. General, NSP: How much did you spend last year for these services? **\$43,000.00**

How much do you anticipate spending this year for these services?

DOCCS does not anticipate a large increase in spending. However, spending will be based on the competitive bid price of the lowest bidder.

4. Page 26, Scope, B. first bullet: At what time daily in the morning are we to call all/each DOCCS location mailroom personnel?

Please refer to IFB, Scope of Services (SOS), Page 26, 1st bullet: "DOCCS will provide contract information for each location to the Contractor upon award."

5. Page 26, Scope B, first bullet: What will be the scheduled pickup time at DOCCS in Manhattan or will this vary?

Please refer to IFB SOS, page 26, Item C.

6. Page 26, Scope, first bullet: Does it matter what sequence we deliver to or pickup from?

Yes. Please refer to IFB SOS, page 27.

7. General, Page 26: What is the lunch period for each location? Is it the same? If no one is in the mailroom, will we have access or have to wait for the return of DOCCS mailroom personnel?

The lunch periods of DOCCS employees overlap, therefore someone will always be available. The Courier has access to the mail area as it is placed in a designated area for the Courier. They will be no waiting period for an employee to return.

8. Page 26, Scope, Point B: For Point B, as there are three separate locations, are there three separate mailrooms, thus three physical stops --79 Alexander Ave., 14 Bruckner Blvd. and 26 Bruckner Blvd in the Bronx? Or are there more than three drop and pickup points?

There is only one location for pick-up for DOCCS documents, 79 Alexander Avenue.

9. Page 26, Scope B: What do you mean by ALL Brooklyn offices? Are there multiple pickup/delivery locations/mailrooms/loading Docks? If yes, how many in total?

DOCCS has several offices within one building. Courier will pick-up from dock/mailroom located at 15 Second Avenue.

10. Page 26, Scope, B, Point B: Please confirm Dock pick-up means pickup at a loading dock? Is delivery to be made to that same loading dock? As there are three buildings, are three loading dock locations to be considered? If yes, is delivery to the loading docks or other location?

Please refer to IFB, SOS, Page 26, 1st bullet. There are no loading docks. The Bronx Mailroom is located inside the building on the first level just inside the loading dock area. There is a designated area for the Courier pick up.

11. Page 27, Scope, I Point C, Rikers Island offices: The description is Rikers Island offices include several buildings within the complex with four (4) potential pick-ups and deliveries within the building. Is four the maximum number of physical stops within the complex? Are all pickups and deliveries only within one building? Please confirm all pickups and deliveries are only within one building?

All deliveries are in one building. There are two drop off points on the first level and Two drop off points on the second level. There are no elevators.

12. Page 27, Scope I: While the number of trips cannot be guaranteed, what has been DOCCS actual numerical experience in recent years for total daily round-trips (RTs), weekly RTs and additional trips?

All trips are as described in the trip plan.

13. Page 29, Bid Cost Sheet: For operational planning purposes, should we rely on the estimated number of daily RTTs, weekly RTs and additional trips as close to actual/real? Or are these numbers merely provided for cost comparison purposes?

Yes, as close to actual trips.

14. Page 28, Bid Cost Sheet: What is the approximate historical breakdown for added trips between daily and weekly RTs?

Additional trips have been a direct result of Courier error.

15. General, NSP: May we please have a list of NYS holidays when DOCCS will not require service?

NEW YORK STATE DESIGNATED HOLIDAYS:

New Year's Day	Labor Day
Martin Luther King, Jr. Day	Columbus Day
Lincoln's Birthday	Election Day
Washington's Birthday	Veteran's Day
Memorial Day	Thanksgiving
Independence Day	Christmas

16. Page 7, General Information: Under normal circumstances at Point C (Riker's) will we have to wait for a security escort or will we be passed through upon providing identification?

Please refer to IFB SOS, page 26, D. The Courier will be provided with Gate clearance. The Courier's name and credentials will remain on record with Rikers Island security. The Courier will be able to pick up a Gate pass to drive onto the Island, therefore it is necessary that the same Courier be utilized. This will avoid any security issues. Everyone entering the Island must have security clearance.

17. Page 28, Scope, K, Wait Time: What is the normal maximum wait time, barring an emergency situation? What is the average waiting time?

20 Minutes or less.

18. Page 28, Scope, K Wait Time: What procedure should be followed if the Parole Revocation Unit's, Regional Office Administrator cannot be reached by phone for direction after repeated tries?

All contact information will be provided to the awarded Contractor.

19. Page 29, Bid Cost Sheet: How did DOCCS arrive at 104 estimated weekly RTs per year?

This is based on historical trips made in the past few years.

20. Page 29, Bid Cost Sheet: How did DOCCS arrive at 262 estimated daily RTs per year?

This is based on historical trips made in the past few years.

21. Page 29, Bid Cost Sheet and Page 26, Scope B: Clarification Sought: How would you want us to handle inter-point deliveries not scheduled for that day? Do they simply go to Point A at the end of the day and are held there overnight for the next day scheduled delivery?

Please refer to IFB SOS, Page 27, I. All documents are confidential and must not remain in the Couriers vehicle overnight. All documents must be dropped off at the last drop off point of the day and picked up the following day for delivery.