

# Supporting Preferred Sources

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May 15<sup>th</sup> & 16<sup>th</sup>, 2013



**Andrew M. Cuomo**  
Governor  
State of New York

**RoAnn M. Destito**  
Commissioner  
Office of General Services

# Supporting Preferred Sources

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## Presenter

- Christine Irvine, Assistant Director, NYSPRO Contract Management, OGS

## Panelists

- **Michael Elmendorf, NYS DOCS (Corcraft)**
  - Deputy Director, Sales and Marketing
- **Scottie Knott, National Industries for the Blind (NIB)**
  - Chief Operating Officer
- **Joe Messina, NYS Industries for the Disabled (NYSID)**
  - Vice President of Sales

## Panel Discussion Q&A - Presenters/Audience



SERVICE · ACCOUNTABILITY · VALUE · EFFICIENCY

# What is the Preferred Source Program?

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## NYS Finance Law (SFL § 162)

<http://www.ogs.state.ny.us/purchase/snt/sflxi.asp>

### Purpose

- To advance special social and economic goals, certain providers have “preferred source” status under the law.
- The acquisition of commodities and/or services from preferred sources are exempted from statutory competitive procurement requirements (of SFL § 163).



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# Who Are The Preferred Sources?

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## Preferred Source status is accorded to:

- **Corcraft** - Commodities produced by the NYS DOCS, Correctional Industries Program.
- **NIB** - Commodities and Services produced by qualified, charitable, non-profit-making agency for the blind, approved by the Commissioner of Social Services.
- **NYSID** - Commodities and Services produced by qualified, charitable, non-profit-making agency for the severely disabled persons, approved by the Commissioner of Education.
- **Buy OMH** - Commodities and Services produced by any special employment program serving mentally ill persons, operated by facilities within the Office of Mental Health and approved by the Commissioner of Mental Health.



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# Who Is Required to Purchase From Preferred Sources?

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## Applicability and Scope

- All state agencies, political subdivisions and public benefit corporations (including most public authorities) are required to purchase approved products and services from preferred sources.
- Purchases from preferred sources take precedence over all other sources of supply and competitive procurement methods.



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# How Do I Know Who Offers What?

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## List of Preferred Source Offerings

<http://www.ogs.state.ny.us/procurecounc/pdfdoc/pslist.pdf>

- Established and maintained by OGS
- Contains offerings and the specific preferred source(s) approved for the offering
- New or substantially different commodities or services are added to the list pending action by the Procurement Council and approval of Commissioner of OGS



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# Which Preferred Source Do I Purchase From?

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## Priority Among Preferred Sources

Commodities and Services available in the form, function and utility required by a State agency, political subdivision or public benefit corporation must be purchased from preferred sources in the following prioritized order:

### Commodities:

- 1<sup>st</sup> – Corcraft
- 2<sup>nd</sup> – NIB
- 3<sup>rd</sup> – NYSID or Buy OMH

### Services:

Equal Priority –  
if more than 1 preferred  
source meets the  
requirements, cost shall be  
the determining factor.



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# How Do I Determine Whether They Meet My Needs?

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- Broadly interpret the generic List of Preferred Source Offering
- Make reasonable efforts to notify preferred source of agency needs and initiate discussion of needs
- To apply the form, function and utility standard, define the commodity/service in terms of the minimal essential requirements
- Consult directly with the preferred source to gain additional information and/or discuss potential accommodations to meet agency needs



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# What is the Preferred Source Procurement Process?

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- Determine/define agency need for a commodity or service
- Review the current List of Preferred Source Offerings
- If offering on List, determine whether it meets agency form, function and utility required.
- If offering meets agency needs/requirements, proceed with purchase from preferred source
- If offering does not meet agency needs/requirements, the 10 day notification requirement applies
- If offering not on List, proceed with purchase from centralized contract or appropriate competitive procurement



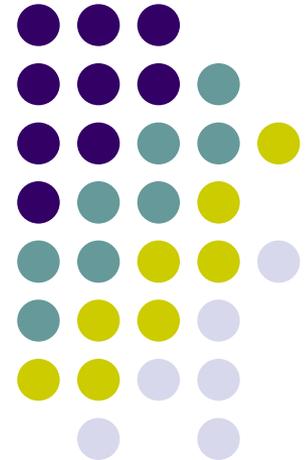
SERVICE • ACCOUNTABILITY • VALUE • EFFICIENCY



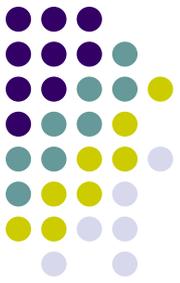
# 2013 Purchasing Forum & Contractor Trade Show

## ***CORCRAFT***

Michael J. Elmendorf  
Deputy Director - Sales & Marketing  
NYS Dept of Corrections and  
Community Supervision  
Division of Industries

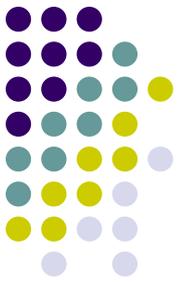


# WHO & WHAT IS CORCRAFT?



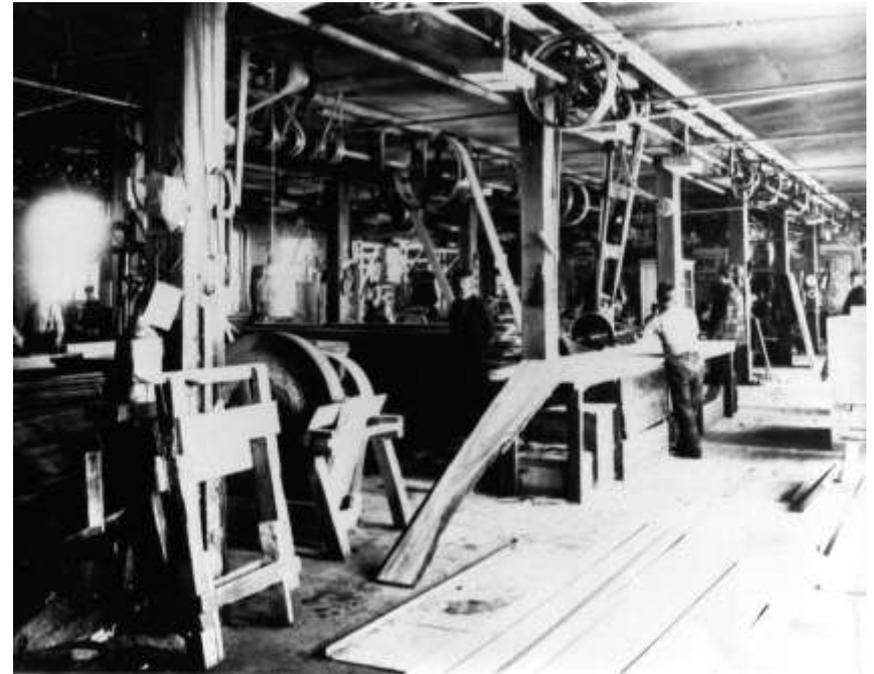
- An offender rehabilitation program teaching skills and work ethic to offenders in the NYS correctional system
- Uses a modified business model to manage the program
- Can sell only to government agencies, public universities and schools, and selected eleemosynary organizations
- Employs approximately 350 civilians and 2100 offenders, most in maximum security facilities statewide
- Helps offset cost of incarceration and returns funds to state general fund – a help to taxpayers

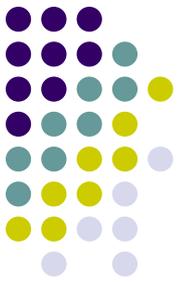
***A Rehabilitation Program with Social Benefits***



# NYS PRISON INDUSTRIES 1824

- One of earliest prison industries programs
- First to be accredited by American Correctional Association
- Third largest program in US
- Products balance design sophistication with the needs of our market





# CORCRAFT TODAY

## MISSION

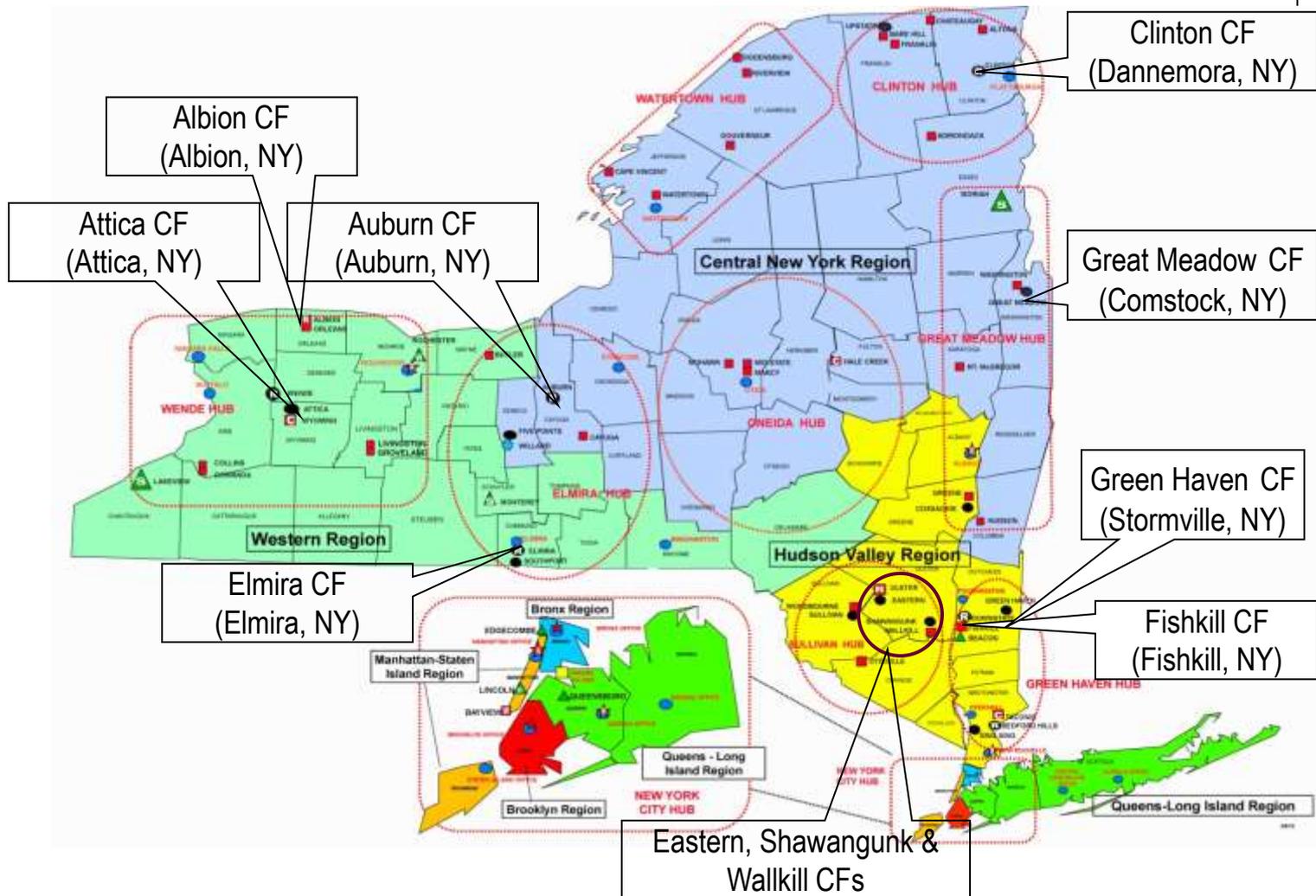
- Employ as many inmates as possible
- Save the taxpayer money
- Fulfill expectation that inmates use time productively
- Offset the costs of incarceration

## ORGANIZATION

- 2100 inmates and 350 civilians in 2012
- Manufactures around 300 products
- Manufacturing supplier to NYSID and Assoc for the Blind
- First and largest ACA accredited prison industries program

***Supports Corrections Mission***

# CORCRAFT SPANS THE STATE



# OFFICE ENVIRONMENTS



**Jamestown Desk System**



**Conference Tables**



**CXO Mesh Chair**



**ECO Seating**



**Engraved Signs**

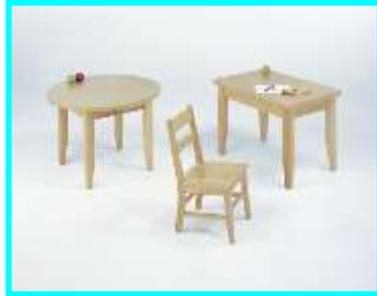
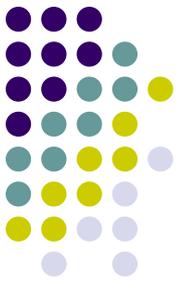


**Files**



**Office Systems**

# EDUCATION



**Elementary School Furniture**



**Cafeteria Tables**



**Teacher's Desks**



**Student Stool**



**Classroom Furniture**



**Computer Tables**



**Alta Seating**



**Acoustic Screens**

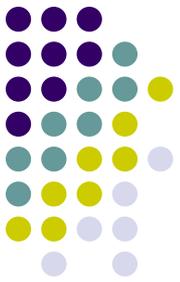


**Student Chairs**



**Navigator Seating**

# STORAGE PRODUCTS



**Lockers**

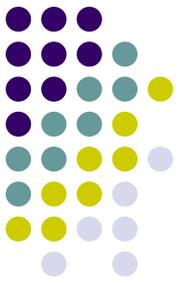


**Shelving**

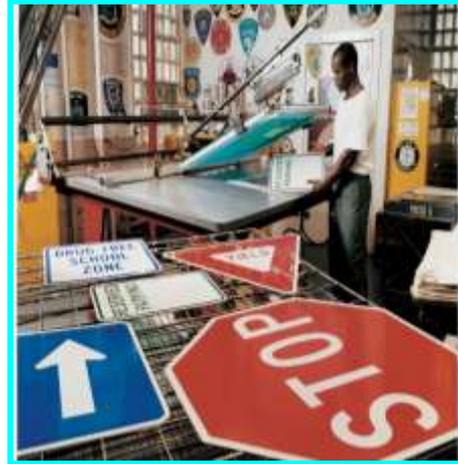


**Cabinets**

# BUILDINGS & GROUNDS



**Janitorial Chemicals**

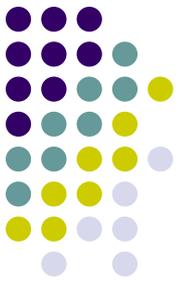


**Signage**



**Janitorial Supplies**

# INSTITUTIONAL PRODUCTS



Apparel

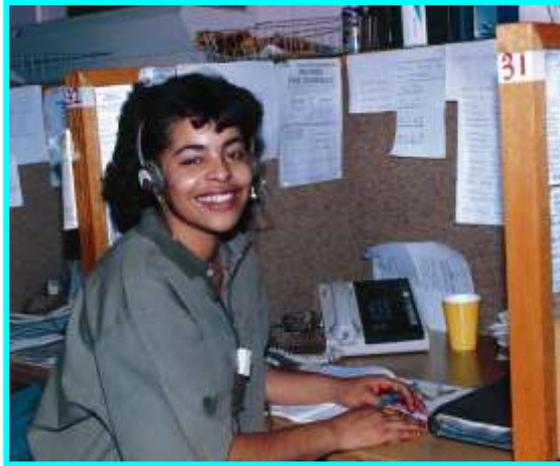
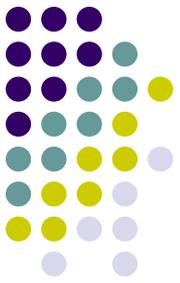


Security Furnishings



Beds & Bedding

# MISCELLANEOUS PRODUCTS & SERVICES



**Tele Response**



**Steel Structures**

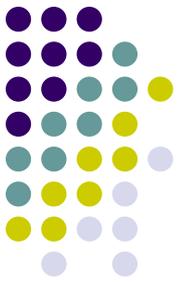


**Printing**



**Foundry**

# MISCELLANEOUS PRODUCTS & SERVICES Cont'd



**Steel Fabrication**



**Optical Products**

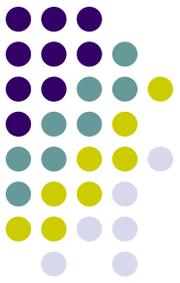


**Document Conversion**



**Abatement Services**

# CORCRAFT DEF – WHAT IS IT? WHY IS IT IMPORTANT TO YOU?



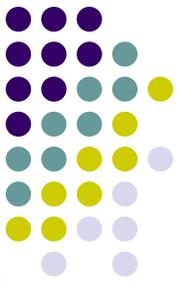
- *DEF is Diesel Exhaust Fluid, an additive to help control emissions*
- ***DEF is required for all diesel engines manufactured after 2010***
- Corcraft is the Preferred Source for NYS
- Dispensed to vehicles with a Closed Dispensing System (CDS), supplied with product



*Diesel Exhaust Fluid in 275 gallon tote with Closed Dispensing System. Available from 1 gallon to 330 gallon containers.*

***If you have diesel vehicles,  
you need DEF!***

# WORKING WITH CLIENTS ON CUSTOM PRODUCTS

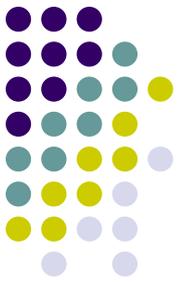


**Example: floor space efficiency** with steel fabrications. Worked with NYC to better utilize floor space in garages for off season storage of large plows. Precise solution and cost effective for customer.



**Example: sizing to space.** Many of our table products can be custom sized for specific rooms without significant premium. We have manufactured tables to 20 feet in length.

# REASONS TO BUY FROM CORCRAFT



## Benefits of buying from a Preferred Source

Purchase without bidding: save time and be in full compliance.

Support the social programs for which the Preferred Source law was created

## High quality products

Competitive with major manufacturers

Unequaled post sale services – if you have an issue– one-call fix

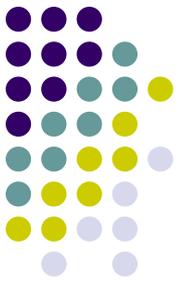
Popular products are **stocked** – often available in two weeks.

## Sales Consultation

Product information and demo products available

Can help save you time

Transaction management – follow-up on order entry, delivery status.

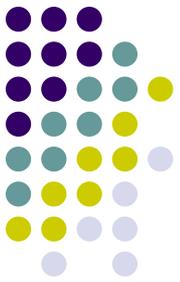


# CONCLUSION

- Corcraft provides quality goods and services, competitively priced
- We have the capability to innovate to meet customer application needs.
- Purchases from Corcraft keep NYS funds within NYS coffers
- Purchases from Corcraft put inmates to work

**Let us continue to earn your  
business!**

# CONTACTING CORCRAFT



## Product Information

Downloadable from web site or call Central office phone 518-436-6320 Ext 2620

## Orders

PO's can be FAXed 800-898-5895 or 518-436-6007

Email orders can be sent to [orders@corcraft.org](mailto:orders@corcraft.org)

Web orders from our web site (*with prior authorization*). [www.corcraft.org](http://www.corcraft.org)

## Order/Delivery Status

Call Customer Service (518) or (800)-436-6321 Ext 2620

## Sales Manager

518-376-5060 Cell  
518-788-8004 Cell

## To Reach a Sales Rep

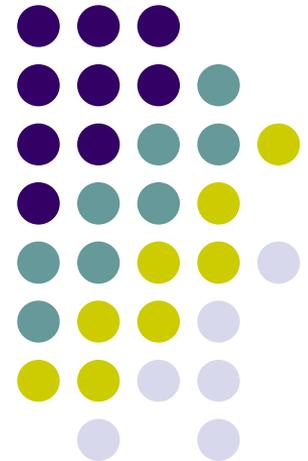
To arrange a contact, call 518 436-6321 X 2605



# 2013 Purchasing Forum & Contractor Trade Show

## ***CORCRAFT***

Michael J. Elmendorf  
Deputy Director - Sales & Marketing  
NYS Dept of Corrections and  
Community Supervision  
Division of Industries



# **2013 Purchasing Forum & Contractor Trade Show**

**May 15 & 16, 2013**

**Scottie Knott  
Chief Operating Officer  
National Industries for the Blind**



**NYS**PSP

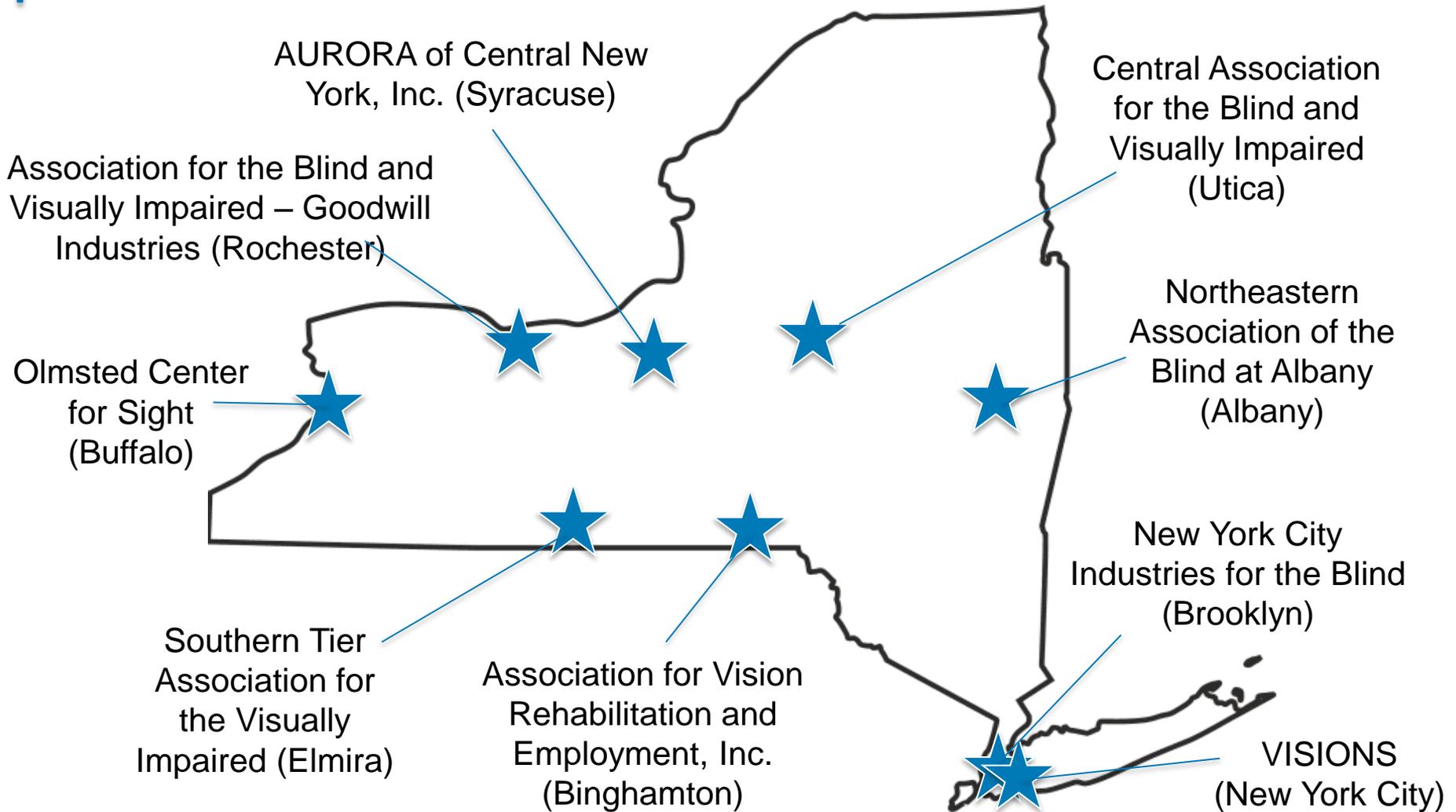
NEW YORK STATE PREFERRED SOURCE PROGRAM FOR PEOPLE WHO ARE BLIND

**Booth Numbers 2 & 3**

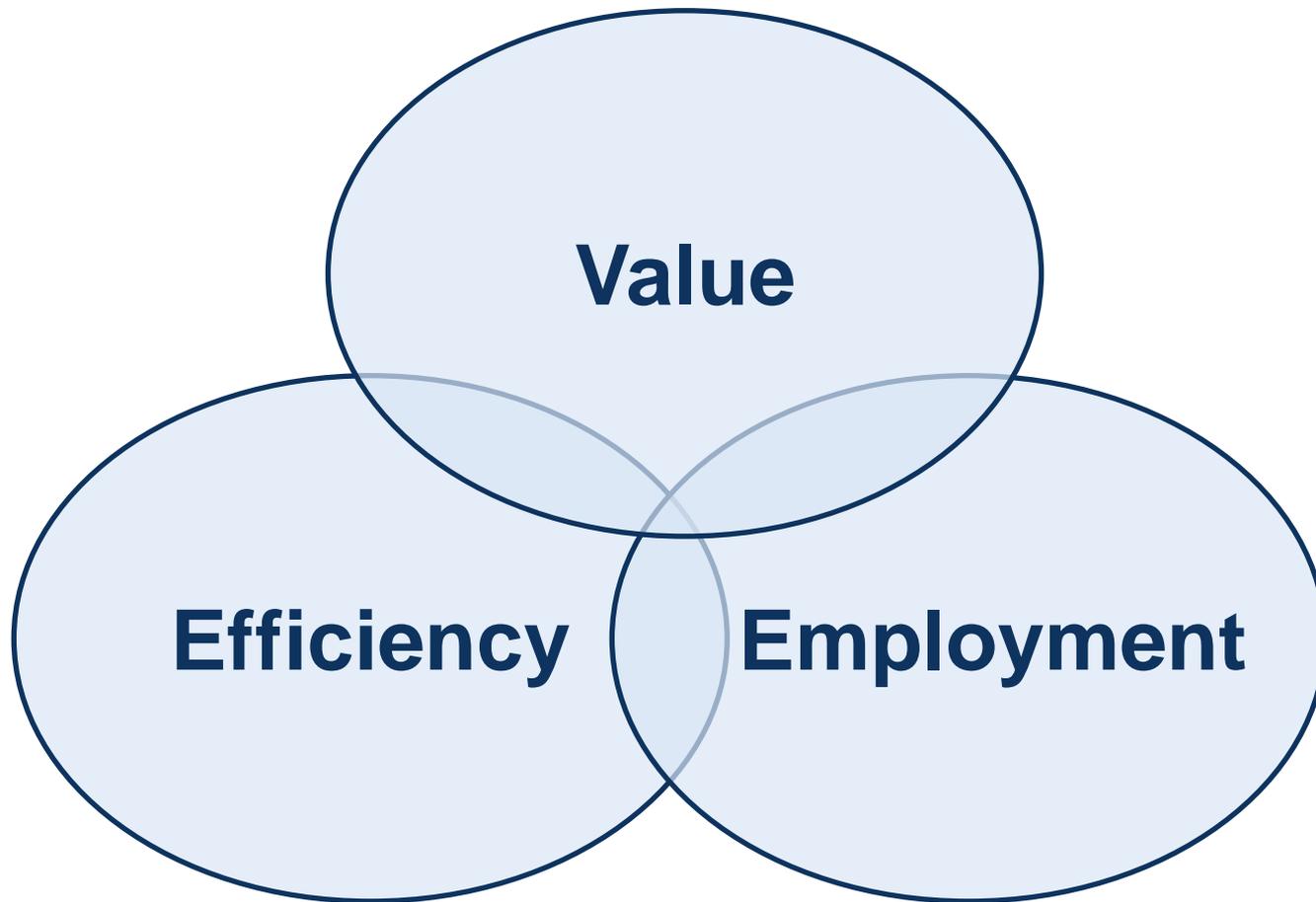
# Under New Management

- Effective December 1, 2012, National Industries for the Blind (NIB) assumed the day-to-day management of the Preferred Source Program for People Who Are Blind in New York state
- NIB brings 75 years of experience supporting a similar, nationwide purchasing program for the federal government, known as the AbilityOne® Program
- NIB works with 91 associated nonprofit agencies across the United States to create and sustain employment for nearly 6,000 people who are blind

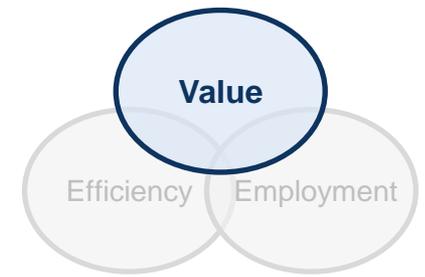
# NYSPSP Affiliated Agencies



# Benefits



# Benefits – VALUE



- Quality products and services at OGS-approved prices
- Customized solutions – no job too big or too small

## 1,500+ Products



## Variety of Services



# Services – Call Center Case Study

## *Central Association for the Blind and Visually Impaired (Utica)*



- **Requirements:**

- Verify registration information for motor carriers
- Maintain reporting of each carrier's operating status
- Provide bi-lingual customer service support

- **Impact:**

- On pace for 300K inbound/35K outbound calls this FY
- Doubled no. of employees in 2 yrs (12.5 → 28 FTEs)
- Exceeded contractual metrics (e.g., speed to answer)

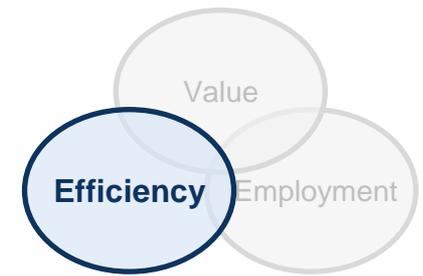
# Services – Call Center Case Study

## *Association for the Blind and Visually Impaired – Goodwill (Rochester)*

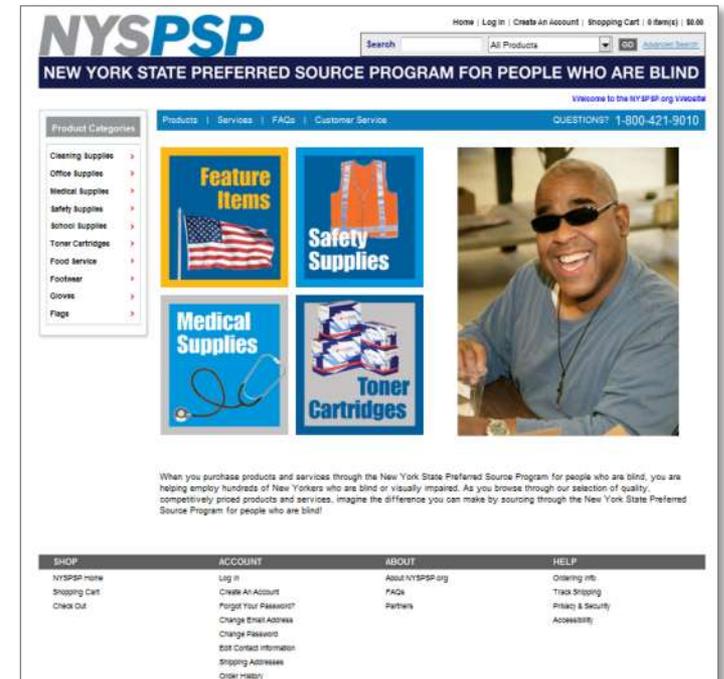


- **Requirements:**
  - Provide public health info on “Growing Up Healthy” hotline
  - Around the clock support – 24 hrs/day, 365 days/yr
  - Communicate with non-English/hearing impaired callers
- **Impact:**
  - 63,000 calls answered per year
  - 95% of calls answered in 30 seconds by live attendant
  - On-contract for 8+ years

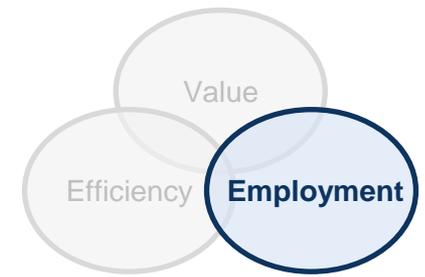
# Benefits – EFFICIENCY



- Save time and money – competitive bidding requirement waived
- Preferred Source List – reviewed and approved by OGS
- One-stop shopping at [www.NYSPSP.org](http://www.NYSPSP.org)



# Benefits – EMPLOYMENT



- 440 New Yorkers who are blind or visually impaired employed in the program
- Thousands of New Yorkers who are blind receive training and rehabilitation services
- \$10.16 average hourly wage

***There's more to be done...***

*2 in 3 working age New Yorkers who are blind are not employed (169,000)*

# Meet Some of Our Agencies and Employees

## Olmsted Center for Sight

Preston Brown – Switchboard Operations



*Other agency capabilities include sewing, document shredding, and paper recycling*

## Northeastern Association for the Blind

Eric Clark – Manufacturing



*Other agency capabilities include sewing, cleaning products, quality control, and shipping and receiving*

# Meet Some of Our Agencies and Employees

## New York City Industries for the Blind Kenville Browne – Mop Department



**Other agency capabilities** include cleaning supplies, office supplies, blankets, and pillows

## Central Association for the Blind and Visually Impaired Bruce Jester – Sewing Department



**Other agency capabilities** include medical and office supplies, and biodegradable cleaning products

# Meet Some of Our Agencies and Employees

## Association for the Blind and Visually Impaired – Goodwill Industries

Weifang Tian – Sewing Operator



*Other agency capabilities include office supplies, contact center services, and food services*

## Association for Vision Rehabilitation and Employment (A.V.R.E.)

Michele LaComb -- Administrative Services



*Other agency capabilities include cleaning supplies, office supplies and packaging services*

# Meet the Rest of Our Agencies...



[www.st-avi.org](http://www.st-avi.org)

## **Southern Tier Association for the Visually Impaired (Elmira)**

- Laser toner cartridges
- Medical and industrial face masks

**visions**

[www.visionsvcb.org](http://www.visionsvcb.org)

## **VISIONS (New York City)**

- Rehabilitation services
- Community outreach



[www.auroraofcny.org](http://www.auroraofcny.org)

## **AURORA of Central New York, Inc. (Syracuse)**

- Blind and deaf rehabilitation
- Outreach and education

# Some of Our New York State Customers...



Office of Mental Health

# Contact Us – We're Ready to Help!

- Website: [www.NYSPSP.org](http://www.NYSPSP.org)
- Customer service line: 1-800-421-9010
- Executive Director:
  - Ms. Carrie Laney
  - Direct Line: 518-621-0628
  - Email: [claney@nib.org](mailto:claney@nib.org)

***You can depend on us for your product  
and services needs!***

# Agency Capabilities



[www.seegreatthings.com](http://www.seegreatthings.com)

## Association for the Blind and Visually Impaired – Goodwill Industries (Rochester)

- Office supplies – self-stick notepads
- Sewing, contact center services



[www.cabvi.org](http://www.cabvi.org)

## Central Association for the Blind and Visually Impaired (Utica)

- Medical supplies and office supplies
- Biodegradable cleaning products



[www.naba-vision.org](http://www.naba-vision.org)

## Northeastern Association of the Blind (Albany)

- Safety products, cleaning products
- Sewing, shipping and receiving, quality control

# Agency Capabilities



[www.nycib.org](http://www.nycib.org)

## **New York City Industries for the Blind (Brooklyn)**

- Cleaning supplies – brooms, dustpans, mops
- Office supplies – writing portfolios
- Textiles – blankets, pillows



[www.avreus.org](http://www.avreus.org)

## **Association for Vision Rehabilitation and Employment, Inc. (Binghamton)**

- Cleaning supplies, batteries, office supplies
- Packaging



[www.olmstedcenter.org](http://www.olmstedcenter.org)

## **Olmsted Center for Sight (Buffalo)**

- Sewing, packaging, sorting
- Document shredding, paper recycling

# Agency Capabilities



[www.st-avi.org](http://www.st-avi.org)

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- Outreach and education

# The New York State Preferred Source Program



**Joseph Messina**  
Vice President of Sales

# Who We Are

## ➔ Mission

Turning business opportunities into jobs for New Yorkers with Disabilities



## Who We Are

Through NYS-approved contracts for goods and services, New York State Industries for the Disabled, Inc. helps turn business opportunities into jobs for New Yorkers with disabilities – jobs which equal **RESPECT** in very real ways in Preferred Source workers' lives.



# Who We Are



**NYSID's statewide workforce is highly diversified in the ability to meet Preferred Source procurement needs.**

## Our workers:

- Produce, package and distribute over 800 different New York State-approved commodities
- Satisfy specific agency needs with customized products such as apparel, binders and other one-of-a-kind items

# Who We Are



**NYSID's statewide workforce is highly diversified in the ability to meet Preferred Source procurement needs.**

## Our workers:

- Fulfill business services needs, from office and mailroom support to records management, data imaging to furniture refurbishment, secure document destruction to electronics recycling, and more
- Make more than 400 individual cleaning sites sparkle

## Who We Are

With so many different Preferred Source job choices, people working on NYSID contracts are meeting individual employment goals, including **service disabled veterans**.



# Who We Are

## ➔ Vision

To create 10,000 jobs that people want by 2015



# Who We Are



## ➔ Member-Based

- NYSID represents 127 traditional member agencies—not-for-profit rehabilitation agencies that provide work opportunities for people with disabilities.

## ➔ Corporate Partners

- NYSID also works with 39 “associate members”—commercial vendors who partner with traditional members.

# Who We Are



## → Jobs

- 6,979 in FY 2012

## → Wages

- \$51.8 million

## → Employment hours

- 3.98 million

## → Average hourly wage

- \$13.01

# Unmatched Customer Service

Preferred Source supporters range from New York **State government** agency headquarters and regional locations to **municipal and county government** agencies across the state.



# Legislatively Mandated, Economically Sound



Preferred Source procurement satisfies government purchasers' obligation to comply with the New York State Finance Law's [Article 11, Section 162] **mandatory requirement** to purchase approved goods and services provided by New Yorkers with disabilities through NYSID.



# Legislatively Mandated, Economically Sound

What's more, Preferred Source jobs contribute to **reduced public assistance costs** thru economically independent workers, and increased government tax revenues from employed vs. dependent individuals.

Everyone **benefits** from Preferred Source purchasing — workers on the job, supportive customers, and the entire New York State community!



# Legislatively Mandated, Economically Sound

- Preferred Source Law
- Right of first refusal (no bid)
- Within 15% of market, meeting form, function and utility
- Direct labor performed by individuals with disabilities



# What NYSID Offers

## ➔ Products

- Custodial Items
- Food & Beverages
- Health & Patient Care Products
- Office & School Supplies
- Apparel
- Transportation & Safety Items



## ➔ Services

- Data Imaging
- Electronics Recycling
- Food Services
- Furniture Refurbishment
- Industrial Laundry
- Janitorial & Grounds Keeping
- Mail Fulfillment
- Messenger & Delivery
- Secure Document Destruction
- Temporary Staff Support

# What NYSID Offers

## Reliable Distribution

- Centralized warehouse in Johnstown, NY
- 994 Preferred Source products
- Shipped more than 709,000 cases to customers in 2012 with 99.8% accuracy



# Resources for Preferred Source Purchasers



NYSID website:

[www.nysid.org](http://www.nysid.org)

OGS list of Preferred Source Offerings:

[www.ogs.ny.gov/procurecounc/pdfdoc/PSList.pdf](http://www.ogs.ny.gov/procurecounc/pdfdoc/PSList.pdf)

Procurement guidelines:

[www.ogs.ny.gov/procurecounc/pdfdoc/psguide.pdf](http://www.ogs.ny.gov/procurecounc/pdfdoc/psguide.pdf)

OGS guide to green cleaning products:

[http://www.ogs.state.ny.us/purchase/GreenCleaningProducts  
.asp](http://www.ogs.state.ny.us/purchase/GreenCleaningProducts.asp)

Find your location on this map  
and call your NYSID Account  
Representative.



**Commodity Sales  
Specialist:**  
Tom Occhiogrosso  
800-221-5994 x303  
[tocchiogrosso@nysid.org](mailto:tocchiogrosso@nysid.org)

**Mohawk Valley:** Tom Batson  
315-865-4474 [tbatson@nysid.org](mailto:tbatson@nysid.org)

**Central NY Region:**  
Katie Tucci  
315-558-2271  
[ktucci@nysid.org](mailto:ktucci@nysid.org)

**Western Region:**  
Margie Werder  
716-875-9232  
[mwerder@nysid.org](mailto:mwerder@nysid.org)



**Hudson Valley Region:**  
Sara Erickson  
800-221-5994 x 245  
E-mail: [serickson@nysid.org](mailto:serickson@nysid.org)

**Northern Metro NYC:**  
Bob Hammel  
845-249-8199  
[bhammel@nysid.org](mailto:bhammel@nysid.org)

**Upstate Regional Manager:**  
Corey Heritage  
800-221-5994 x293  
E-mail: [cheritage@nysid.org](mailto:cheritage@nysid.org)

**Downstate Regional Manager:**  
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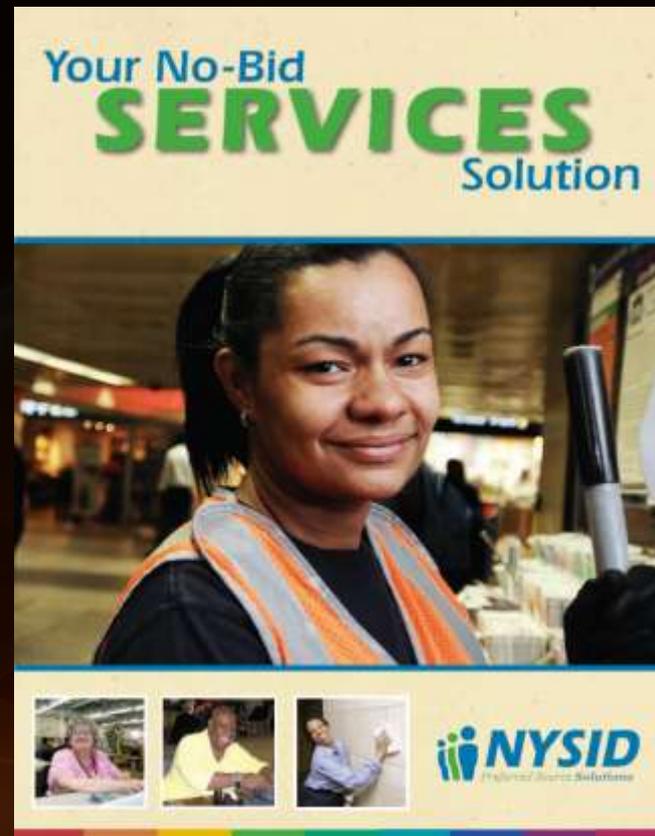
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# How or Where Do I Get Additional Information?

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- **NYS Finance Law, Article XI, State Purchasing**

<http://www.ogs.state.ny.us/purchase/snt/sflxi.asp>

- **Preferred Source Guidelines**

<http://www.ogs.state.ny.us/procurecounc/pdfdoc/psguide.pdf>

- **List of Preferred Source Offerings**

<http://www.ogs.state.ny.us/procurecounc/pdfdoc/pslist.pdf>

- **Procurement Council and Procurement Guidelines**

<http://www.ogs.state.ny.us/procurecounc/default.asp>

- **Procurement Guidelines**

<http://www.ogs.state.ny.us/procurecounc/pdfdoc/guidelines.pdf>



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# Supporting Preferred Sources

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## Panel Discussion Q&A



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