



Department of Health

IFB # C043117

**Repair and Preventative Maintenance Services for Refrigeration Equipment Wadsworth Center Facilities
Management**

Questions and Answers Posted September 2, 2026

Question #	Corresponding IFB Section	Question	Answer
1.	4.1 Product and Service Requirements	Biggs Laboratory parking. Will there continue to be a parking spot for a work vehicle in parking garage?	There are currently parking options at the Empire State Plaza at the cost of the vendor. (See, Amendment 2).
2.	4.5 Subcontracting	Does the subcontracting prohibition in Section 4.5 apply to all aspects of contract performance, including emergency response services, manufacturer-authorized specialty repairs, and other highly specialized technical services, or are any exceptions permitted?	Yes, Section 4.5 applies to all aspects of contract performance.
3.	3.2 Mandatory Qualifications	Must proposed personnel possess the required manufacturer-specific training certifications (Revco, Thermo, Panasonic, etc.) at the time of bid submission, or may these certifications be obtained within the 30-day post-award period referenced in the solicitation?	The vendor has 30 days within contract award to provide training documentation for each of the proposed service personnel.
4.	3.2 Mandatory Qualifications	Is the minimum five-year experience requirement evaluated at the company/entity level, or may experience gained by individual technicians while employed by prior employers be counted toward satisfying this requirement?	The five-year experience requirement must be at the company/entity level.
5.	2.1 Introductory Background	Will experience servicing ultra-low temperature freezers (approximately -80°C) and cryogenic equipment	For purposes of the award, specific equipment is not being evaluated but Bidders must submit

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		(approximately -150°C) be specifically evaluated as part of the solicitation's requirement for experience with "similar equipment"?	documentation that provides sufficient evidence showing a minimum of five (5) years' verifiable experience performing repair and maintenance of refrigeration equipment similar to Wadsworth Center Equipment as detailed under Section 4.1 Product and Service Requirements.
6.	4.1 Product and Service Requirements	What documentation does the Department require to demonstrate compliance with the 24-hour emergency answering service requirement (e.g., call-center agreement, written operating procedures, staffing plan, telephone system capabilities, services logs, or other supporting evidence)?	Documentation is not a requirement; however, the awarded vendor must provide operating procedures, staffing plan and call center details for review.