May 8, 2026

2026 – 2031 Campus & Community Plumbing Services in Queens County – Bernard Fineson DDSOO – IFB BF 052126

Questions and Answers:

Below is a compilation of the questions received for this bid. Questions that were repeated, or of a recurring nature, were consolidated. Thank you very much for your interest.

1. **Question: Can OPWDD confirm that high-pressure jetting and vacuum services are *not* required under this contract?**

   Answer: Pressurized techniques ***are*** included in the Scope of Work. Page 19 **Qualifications & Scope of Work – Scope of Work**: 1. Plumbing services include, but are not limited to the following: f. Drain Auguring by Convention and Pressurized Techniques.

2. **Question: If OPWDD determines that jetting or vacuum services are needed at any point during the contract term, will these services be treated as separate, pre-approved work under the "repairs exceeding $1,000" rule?**

   Answer: As stated in the answer to Question 1. above, Pressured techniques are included in the Scope of Work. Authorization from the Plant Superintendent, Work Control Supervision, or designee is required in the event the assessment of repair needed exceeds $1,000. See **Service Call**: 3b. on page 21.

3. **Question: Do camera inspections fall under the hourly rate, do they require pre-approval if the work exceeds $1,000?**

   Answer: Drain Camera Services are included in the Scope of Work. See Page 19 – **Scope of Work:** 1. Plumbing services include but are not limited to the following: g. Drain Camera Service. OPWDD will pay the hourly rate(s) per the contract for all services rendered. Authorization from the Plant Superintendent, Work Control Supervision, or designee is required in the event the assessment of repair needed exceeds $1,000. See **Service Call**: Part 3. on page 21.

4. **Question: Are there any site-specific restrictions (parking limitations, access hours, tool restrictions, etc.) that contractors should be aware of?**

   Answer: Please refer to Page 4 - **6. Site Inspections** - It is the Bidders obligation to visit any and all sites they wish to bid on. OPWDD will make **no allowance or concession** to the Bidder for any alleged misunderstanding or deception because of quality, character, location, or other conditions. It is the responsibility of the bidder to know the site(s) requirements based upon the service being requested. The telephone number for each site has been provided. It is the Bidders responsibility to set up an appointment with each House Manager to determine the specific requirements of all aspects of the sites in relation to the service to be provided. Please also refer to the **Scope of Work,** Pages 19-20**, General Requirements and** Pages 21-22**, Property Damage.**

5. **Question: Are plumber helpers or building maintenance mechanics acceptable for certain tasks, or must all work be performed by a PW Plumber?**

Answer: Please see Page 19 – **Scope of Work**: 4. Contractor must have properly trained staff available to respond to routine and emergency calls.

6. **Question: Does OPWDD require background checks for contractor staff?**

   Answer: No. Background checks on contractor staff are not required. OPWDD will perform a vendor responsibility evaluation on the entity submitting the bid.

7. **Question: Can OPWDD confirm that travel time is not billable under any circumstances?**

   Answer: Travel time is not billable under any circumstance. See page 21 – **Service Call:** 9. Billable hours are only for actual time working at the job site. Traveling to and from job sites is not billable. Nor is the time to go get parts that are not available on the truck.

8. **Question: Can OPWDD confirm that only one technician may be billed per hour unless preapproved? If a work order legitimately requires two technicians for safety or operational reasons, what is the approval process for billing both?**

   Answer: Correct! Please refer to page 21 – **Service Call**: 4. Contractor may only invoice for one technician per billable hour of service unless pre-approval has been received from the DDSOO Work Control Office to invoice for additional technicians based on the size and complexity of the required repair/replacement. Invoices submitted for multiple technicians per service call will be reduced to one technician per billable hour unless subsequently approved by Work Control. The signing of Contractor's job ticket by other than Work Control personnel shall only constitute an acknowledgment that Contractor has performed the services listed on the ticket and shall not constitute approval of any additional technicians or confirmation of payment for services.

9. **Question: Can OPWDD confirm the standard work hours for normal, off-hours, and holiday service?**

   Answer: See page 20 – **Service Call:** 1. Normal working hours are defined as Monday through Friday, 7:30 am — 5:00 pm. Off hours are defined as Monday through Friday, 5:01 pm – 7:29 am, and all-day Saturday and Sunday. Holiday hours are on the calendar Holiday, not necessarily the observed day. Recognized Holidays are:

   a. New Year's Day
   b. Birthday of Martin Luther King, Jr.
   c. Washington's Birthday
   d. Memorial Day
   e. Juneteenth
   f. Independence Day
   g. Labor Day
   h. Columbus Day
   i. Veterans Day
   j. Thanksgiving Day
   k. Christmas Day

10. **Question: Are contractors required to respond on state holidays for emergency service?**

    Answer: Yes, see answer to question 9; page 20 - **Service Call:** 1. and page 21 – **Service Call:** 2. Contractor must be able to respond to emergency calls 24 hours per day, 7 days per week. Contractor shall provide emergency service within three (3) hours of a request for such service by telephone or otherwise from the DDSOO. There will be 30 minutes to acknowledge the request and 2.5 hours to respond after

acknowledgement. OPWDD reserves the right to deem a situation an emergency based on the potential impact to the health and safety of the individuals in our care.

11. **Question: Can OPWDD provide the expected volume of work orders (monthly or annual average) for planning and staffing purposes?**

    Answer: OPWDD has provided annual Estimated Hours in the **Cost Proposal Form** on page 25.

12. **Question: Can OPWDD confirm that job tickets must be submitted within 24 hours electronically?**

    Answer: Yes. See page 22 – **Accounting:** 1. Job Tickets: "One copy of the Job ticket is to remain at the Site serviced. One copy is to be sent to the Plant Superintendent, Work Control Supervision, or designee within 24 hours of completion. One copy of the signed Job Ticket is to accompany the invoice for services. The signed ticket acts as verification of services, a requirement for payment. One copy is for your files." The one copy sent to the Plant Superintendent, Work Control Supervision, or designee within 24 hours of completion can be sent electronically as hard copies are to be left at the site and sent with the invoices.

13. **Question: Will OPWDD accept digital signatures from House Managers?**

    Answer: No. See Page 22 – **Accounting:** 1. Job tickets: "Job Tickets are to be presented to the House Manager upon completion of service for signature. The Job Ticket must be a three-part form. House Manager or designee will sign Job Tickets if service is satisfactory."

14. **Question: What is the required invoice submission schedule (monthly, bi-weekly)?**

    Answer: See Page 23 – **Accounting:** 3. Invoices – d. "Invoices are to be submitted for payment within thirty (30) days of service to:"

15. **Question: Can OPWDD confirm the applicable labor categories for this contract, including Straight Time, Overtime, and Premium Time, and whether overtime and premium multipliers apply to all service types listed in the IFB?**

    Answer: Prevailing Wages apply to this contract. The PRC number for this contract is PRC#2026005224. Specific questions about Labor categories and Rates should be directed to the Department of Labor.

16. **Question: Can OPWDD confirm whether emergency or after-hours services may be billed at a separate emergency rate, or whether they must follow the same labor rate structure as standard scheduled services?**

    Answer: On page 25, the **Cost Proposal Form**, you will notice that we are looking for the contractor to provide your "Normal Working Hourly Rate, Off Hourly Rate, and Holiday Hourly Rate". Contractor would apply the contracted rates accordingly when billing.

17. **Question: Can OPWDD confirm whether the agency allows a minimum billing increment (e.g., one-hour minimum) for scheduled and as-needed service calls?**

    Answer: There is no minimum billing increment. See Page 23 **– Accounting:** 4. Payment - Payment will be made based on actual services rendered.

18. **Question: Can OPWDD confirm whether subcontracted work may be billed at cost plus the allowed markup specified in the IFB, and whether subcontractor labor must follow the same hourly rate structure as the bidder's employees?**

Answer: The same hourly rate structure as the bidder's employees. See page 5, **11. Subcontracting** No Subcontracting of services is allowed with this IFB without written permission of OPWDD. For further information, please see section 14 J. Please see Page 11, 14**. J. Prime Contractor's Responsibility**. "In the event the selected Bidder's proposal includes services provided by another firm, it shall be mandatory for the selected Bidder to assume full responsibility for the delivery for such items offered in the proposal. In any event, OPWDD will contract only with a Bidder, not the Bidder's financing institution or subcontractors."

19. **Question: Can OPWDD confirm that the contract is governed under Article 8 Prevailing Wage (PRC#: 2026005224)? Can OPWDD confirm whether prevailing wage applies to all labor categories under this contract, and whether certified payroll submissions will be required?**

    Answer: Yes. This contract will be covered under Article 8. See page 22 – **Accounting:** 2. Prevailing Wage: Prevailing Wages apply to this contract. The PRC number for this contract is PRC#2026005224. A copy of Contractor's certified payroll is required to be submitted with invoices prior to payment for services rendered. Contractor and its subcontractors must be registered with the New York State Department of Labor (NYSDOL) and submit their Certificate of Contractor Registration at the time of the bid submission for any Article 8 project.

20. **Question: Can OPWDD confirm the required response times for scheduled services versus emergency or urgent service requests?**

    Answer: Please see page 18, **18. Awarded Contractor Call Procedure: Sections A – D**. In addition, Emergency calls are addressed on page 21 – **Service Call:** 2. "Contractor must be able to respond to emergency calls 24 hours per day, 7 days per week. Contractor shall provide emergency service within three (3) hours of a request for such service by telephone or otherwise from the DDSOO. There will be 30 minutes to acknowledge the request and 2.5 hours to respond after acknowledgement. OPWDD reserves the right to deem a situation an emergency based on the potential impact to the health and safety of the individuals in our care."

21. **Question: Can OPWDD confirm whether specialized equipment (e.g., pump trucks, jetting equipment, camera inspection equipment) may be billed separately or must be included within the hourly labor rate.**

    Answer: As stated on page 19 – **Scope of Work:** 4. "Contractor must have properly trained staff available to respond to routine and emergency calls. Tools necessary to work with copper, threaded pipe, Pro Press, and Pex tubing must be available. Appropriate drain clearing equipment up to 4" and pipe thawing equipment must be available as needed. **No additional payment will be made for use of any specialized equipment."**

Respectfully,

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