

IFB 25-001 Vehicle Modification Services

Question:

Regarding Item 7 on Page 10 of NYSED IFB 25-001, please clarify the following: *“In cases of equipment failure...[a]t no time will the customer be responsible for the cost of any parts, labor, or transport during the warranty period.”*

a. Please clarify if (1) a diagnosis of the cause of the failure (including the potential determination of customer misuse, customer abuse, or customer-initiated damages or failures) will be conducted and (2) if so, by whom and at whose expense will said diagnosis be conducted?

ACCES-VR RESPONSE:

ACCES-VR requires vendors to provide warranties to our customers. We expect the vendor to honor the terms and conditions of the warranties provided by the manufacturer, third party retailer and those provided for the equipment the vendor installs, and the work the vendor completes.

Question:

b. Please clarify if bidders will be responsible for vehicle and/or customer transport in the event the equipment failure can be corrected with routine maintenance.

ACCES- VR REPONSE:

ACCES-VR customers understand that after the modification service is completed and the vehicle is released to them, it is their responsibility to maintain their vehicle and adaptive equipment according to manufacturer schedules. Transporting a vehicle may be appropriate if the equipment failure is due to vendor’s negligence, e.g., vendor left a wrench inside of the motor.

Question:

Regarding Item 7 on Page 10 of NYSED IFB 25-001, please clarify the following: *“In cases of equipment failure, ACCES-VR will work with the Vehicle Modifier to determine if the failure was due to faulty parts or faulty installation.”*

a. Please clarify why this IFB proposes dedicating ACCES-VR time and other resources to determining if the equipment failure was due to faulty parts or faulty installation.

[Vendor]’s position is, given that potential equipment failure would be covered under warranty for a period of one year, that such an exercise would not be best use of ACCES-VR resources.

ACCES- VR REPONSE:

ACCES-VR agrees that cases of equipment failure are covered under the warranty for one year at a minimum. Vehicle Modifiers will warranty labor for one year at a minimum.

Question:

- b. Please indicate ACCES-VR's anticipated timeline for engaging in "work with the Vehicle Modifier to determine if the failure was due to faulty parts or faulty installation."

ACCES- VR REPNSE:

ACCES-VR anticipates vendors will implement their standard business and operating procedure and address issues quickly/timely.