

NIH Supply Center

NIH Supply Center – We’re Your Priority Source. YOU’RE Our #1 Priority!

Customer Service and Convenience - We Are Right Next Door!

Dear NIH Family,

On behalf of the NIH Supply Center, we would like to thank you for being a part of our community. As a part of our community, we value your honest feedback and use this to provide you with necessary answers and information. Recently, there have been concerns about changes to the NIH Supply Center’s Dry Ice Program. At this moment in time, we do not anticipate any changes (i.e. price increases, availability) to the current contract terms for the remainder of Fiscal Year 2021. Just as we value our relationship with you, we also value our relationships with our contractors, and this one has proved to be a reliable source, as well as have a willingness to work with us and customers until resolutions are achieved as necessary.

Our contractor completes deliveries daily (Monday-Friday) and has long expressed their commitment to ensuring complete order deliveries to the NIH Community. Additionally, the current price point per 50lb box of dry ice (\$11.88/box) is as competitive as you will find, and is almost unheard of considering the average price of a comparable box across the industry. Our contractor is equally committed to honoring the current price point throughout the remainder of the current contract year. Just as we appreciate your business, they also appreciate all of our valued customers and are doing everything they can to ensure satisfaction.

While we do agree with any internal efforts and/or protocol to preserve your dry ice supply in the event of an industry shortage during the next calendar year, we don’t foresee a direct impact to the daily dry ice deliveries across NIH. If you have an existing and/or recurring dry ice requirement in your respective lab(s), please feel free to establish a standing (or one-time) order for that requirement via NBS at the current contract price. If there are any additional questions and/or concerns about dry ice availability next year and beyond, please feel contact Mr. Erinn Brown, Inventory Management Chief, Supply Management Branch, directly at erinn.brown@nih.gov. We look forward to continue serving you with your dry ice needs and beyond. Thank you and remember- we are ONE NIH!

Market Outreach Team

Supply Management Branch (SMB), Division of Logistics (DLS)

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