

RFQ - VA241-15-Q-0619 - Togus Dental Lab Services Questions and Answers

1. **According to the solicitation, a 24 hour turnaround time will be requested for items such as repairs. Does that time include shipping? We can provide a 7 hour in-lab turnaround on repairs with overnight shipping both ways. Will that suffice?**

Answer: That time does not include shipping and yes that will suffice.

2. **Section (IV), Number 12 states that will be requested to enter in to a Business Associate Agreement with the VA Maine Healthcare System. According to the modifications to the HIPAA rules adopted in 2013, dental laboratories are not considered business associates and are excluded from having to enter into a BAA. Based on this information, will it still be required to sign one if a contract is awarded?**

Answer: Yes, a BAA is required upon award per the VHA Information Security and Privacy Officers. The dental lab would providing a service or activity to the Veteran behalf on VHA and would be maintaining and transmitting VHA PHI to perform the service. Furthermore, VHA is a covered entity and VHA Handbook 1605.05 further states the following:

a. Under the Health Insurance Portability and Accountability (HIPAA) Act of 1996 Privacy Rule, promulgated by the U.S. Department of Health and Human Services (HHS), a Covered Entity must enter into a BAA with any person or organization that requires access to protected health information (PHI) in order to perform certain health care operations activities or functions on behalf of the Covered Entity, or to provide one or more of the services specified in the Rule to or for the Covered Entity. A BAA is required even if no underlying contract exists between the Covered Entity and the Business Associate.

b. VHA is the **only** administration of the Department of Veterans Affairs' (VA) that is a Covered Entity under the HIPAA Privacy Rule. HIPAA regulations require VHA to execute HIPAA-compliant BAAs with appropriate parties that create, receive, maintain, or transmit VHA PHI to perform activities, functions or services for VHA. BAAs obligate VHA Business Associates to provide the same protections and safeguards and agree to the same disclosure restrictions to PHI that is required of VHA under the Privacy Rule.

3. The following questions pertain to the Price List:
 - **Should the pricing be entered on line #0001 for both base and noble or should we separate the two out?**
 - Answer: The pricing for the two will be different and we will only use noble or high noble metals no base metals for crowns and bridges.
 - **For item #'s 0004-0006, how many denture teeth should be quoted and what type of teeth are preferred?**
 - Answer: We do not have an exact amount as the quantity will be case specific. Denture teeth type preferred: Ivoclar, anterior, orthoplane and ortholingual or orthotyp

- **For item # 0009 (Overdentures), should we include attachments in the price? If so, how many and what type?**
 - Answer: We typically place 2 per denture, no more than 4 for a mandibular overdenture. Not really attachments, we do keep the parts for most attachments at the clinic (ex. Locator and locator attachments we provide) but for the abutments for implant crowns this is what would need to be included from the lab and this can be many different types.
- **For item #0011 (Custom Abutments), is CAD Titanium or Zirconia acceptable?**
 - Answer: Yes
- **Should the pricing be entered on line 0012 for both Cement and Screw Retained or should we separate the two out? Also, please specify what material will be requested for the crown and whether or not it needs to include parts.**
 - Answer: Because the Cement retained and screw retained both will have an abutment and a crown, whether together or separate, I do not see the need to separate the two? Materials for crowns are typically PFM or all ceramic.
- **For item #0015 (Occlusal Guards), does the VA prefer hard, hard/soft, or soft?**
 - Answer: All the above, depending on the patient and the condition.

4. **While reviewing the solicitation # VA24115Q0619, I realized that contractor must prove that they are licensed in the State of Maine. Our dental lab is licensed in the State of Virginia. Are we not eligible to submit proposal for this solicitation?**

Answer: Yes, please submit a quote. This line will be revised in the Evaluation Criteria to read “The contractor must prove that they are a licensed dental laboratory and are licensed to perform all of the dental laboratory services as required in the Performance Work Statement, or have the capability to be licensed prior to start of performance.” Please see the revised Evaluation Criteria as part of this amendment.