

Introduction: The Department of Veterans Affairs' (VA), Office of Acquisition and Operations (OAO), Strategic Acquisitions Center (SAC), Fredericksburg VA is issuing a Sources Sought Notice/Request for Information for Service Dog Insurance. THIS IS NOT AN ORDER, SOLICITATION, OR REQUEST FOR PROPOSAL. This announcement is not to be construed as a commitment by the Government to issue a solicitation for services. Responses will not be considered as proposals, nor will any award be made as a result of this announcement. If a solicitation is released, it will be synopsisized and posted at www.fbo.gov.

Your response to this Sources Sought announcement will assist the VA in determining the best acquisition solution to ensure robust competition, and ultimately the best valued solution for the VA Service Animal Health Insurance requirement. This announcement is specifically targeted for interested, qualified businesses that can provide animal health insurance across the Continental United States (CONUS), Alaska, Hawaii, U.S. Virgin Islands, Puerto Rico, Guam and potentially the Philippines.

Background: Service/guide dogs are considered a prosthetic device in the VA system. They serve as a critical component of rehabilitation and can be part of the treatment plans for Disabled Veterans. Veterans that acquire service and guide dogs for significant visual, hearing, and mobility impairments may apply for and be awarded VHA veterinary benefits under current regulations. Just as we would maintain or repair another prosthetic device, we provide payment for veterinary care for service/guide dogs. We are seeking a vehicle such as pet insurance to control costs and maintain consistency.

Objectives:

- Award Service Animal Health Insurance contract vehicle(s) to provide comprehensive commercial medical insurance coverage for service dogs of eligible veterans. Currently, there are approximately 600 dogs that are part of this program. This number is likely to increase.
- The animal medical insurance provider shall accept “all comers.” Thereby, all dogs will be covered under the policy regardless of breed, age, and the hereditary conditions associated with them.
- The insurance will ensure that the VA, not the veteran, be billed for any premiums, copayments, or deductibles associated with the policy.
- The policy will feature dental coverage (sedated teeth cleaning when necessary) for all service dogs.
- The policy will cover both well dog and emergency care for all service dogs
 - Well Dog coverage will include:
 - Yearly check-up/physical
 - Dental coverage, i.e., teeth cleaning (w/ sedation when deemed necessary)
 - Immunizations
 - Emergency Care will include coverage for:
 - All pre-existing conditions such as hip dysplasia,
 - Diagnostic tests, surgeries, prescription medications, (including hereditary and congenital disorders)
 - Euthanasia and cremation services
- For additional information on the requirement, please see the Federal Register posting at: <https://www.federalregister.gov/articles/2011/06/16/2011-14933/service-dogs>

Questions:

- What is the feasibility of providing medical insurance coverage to all dogs, regardless of breed, age, and hereditary conditions? Is there an established age range for working dogs?
- Would it be more efficient and effective to provide insurance on a regional basis? Market research has indicated animal insurance prices are relative to geographic location. What is the geographic range your company can cover? What are limitations of an insurance company providing coverage overseas?

In responding to this announcement please include the following:

- Name of Company
- Contact Information
- Business Size: Please indicate your business size (Large or Small). If you happen to be a small business, please indicate your size standard and small business socio-economic sub-categories that represent your business; are you a Service Disable Veteran Owned Small Business, Veteran Owned Small Business, 8(a), HUBZone, Woman-Owned? Indicate any sub-categories that apply.

Interested parties may respond to this notice via e-mail to jesse.hardy@va.gov and regina.mcgregor@va.gov .

Responses are requested by February 16, 2012.