



Written Questions and Answers

Dental Lab Services

RFP UK-2604-26

Closing Date: 4/29/2026

Today's Date: 4/17/2026

No.	Question	Answer
1	Can the University provide the total historical usage data (both in total dollar spend and unit volume) for all contracted dental laboratory services for the last three (3) fiscal years?	Such information may be requested through the University's Open Records process in accordance with KRS 61.870–61.884. University of Kentucky Open Records ukopenrecords@uky.edu Office of Legal Counsel 301 Main Building Lexington, KY 40506
2	Could you provide a detailed breakdown of the top 10 most frequently ordered products/prosthetics by unit volume over the last 24 months (e.g., Zirconia crowns, digital aligners, dentures)?	Such information may be requested through the University's Open Records process in accordance with KRS 61.870–61.884. University of Kentucky Open Records ukopenrecords@uky.edu Office of Legal Counsel 301 Main Building Lexington, KY 40506
3	What is the University's 'Estimated Annual Quantity' (EAQ) or projected volume for dental lab services for the upcoming contract term, and are there any anticipated program expansions?	Unknown at this time.
4	Does the University intend to establish a 'Primary/Secondary' hierarchy, or will volume be distributed based on specific product categories (e.g., Fixed vs. Removable)?	Unknown at this time.

5	In the event of Multiple Awards, how will the University determine which vendor receives a specific order? Will it be based on a rotation, lowest price per item, or clinical preference?	Unknown at this time.
6	Do you have additional locations that will send cases to us? Can you provide the names & license numbers for all providers that will send cases to us, specifying which location(s) the providers will send work from?	Unknown at this time.
7	Right now, each location has a separate account, and each receives its own monthly statement. Would it be easier/more streamlined, for the university to receive super-billing for all locations under a single account?	No, This would stay the same
8	What date can we expect to receive responses to our clarifying questions? Will we receive response to only our questions or a compilation from all bidders?	All questions are combined into this Q&A.
9	What internal quality control protocols does the University utilize to ensure that impressions, scans, and instructions meet industry standards before they are transmitted to the laboratory?	The College of Dentistry approaches quality in a two-pronged approach. The first being assuring that with the review of UKHC IT that our equipment and software for scanning our patients are the most up to date and compatible with our current systems. As technology improves, this allows the scans to become more precise, reducing the amount of change requests that will need to be made when the patient returns. The second is once the scan is complete the orders are reviewed by the license provider to make sure that there are no major changes or significant errors in the scans and reviews fitting when the patient returns.

10	Will the University accept full financial responsibility—covering all materials, labor, and shipping—for remakes caused by faulty clinical instructions or poor impression quality?	Depends on the situation.
11	Will the University agree to modify the Indemnification clause (Section 6.18) to ensure the Contractor is not held liable for patient outcomes resulting directly from faulty clinical data or failed chairside operations provided by the University?	Offerors should list any exceptions or deviations in the Transmittal Letter in accordance with Section 3.5.
12	Section 4.2, Statement 5 requires registration with the Kentucky Department of Revenue. Will the University provide a Blanket Purchase Exemption Certificate to out-of-state vendors? If such a certificate is provided, is the University willing to waive the requirement for formal business registration with the KY Department of Revenue, provided we maintain the certificate for audit purposes?	Offerors should check with the Kentucky Department of Revenue regarding registration requirements.
13	The requirements for Professional Liability (\$1,000,000) and Waiver of Subrogation represent a notable cost increase. Will the University consider a "Primary and Non-Contributory" exemption for work that is clearly identified as a failure of the University's clinical instructions?	Offerors should list any exceptions or deviations in the Transmittal Letter in accordance with Section 3.5.
14	Given the high costs of specialized insurance and tax compliance, will the University provide a minimum annual volume guarantee to ensure the partnership remains viable?	No
15	Will the University grant the Contractor a reciprocal 30-day termination-for-convenience clause?	Offerors should list any exceptions or deviations in the Transmittal Letter in accordance with Section 3.5.

16	Is this a new requirement or a follow-on contract? If follow-on, please share the incumbent name and historical pricing.	Such information may be requested through the University's Open Records process in accordance with KRS 61.870–61.884. University of Kentucky Open Records ukopenrecords@uky.edu Office of Legal Counsel 301 Main Building Lexington, KY 40506
17	Can the agency share the estimated annual quantities (ideally per category) or estimated annual budget for this project?	Unknown at this time.
18	Would the agency be interested in a fully digital approach, including a complimentary scanner and training for the digital workflow?	Offerors may propose solutions aligned with the scope of the RFP.
19	Will the contractor primarily interface with the University dentists/dental staff or students?	Dentists/Dental Staff
20	Will the fabrication take place at the contractor's facility or the university's facility?	Contractor's Facility
21	What are your turnaround time (TAT) expectations? Can you share any historical turnaround times (TATs) with other vendors?	Turnaround expectations are outlined in Section 4.5.
22	What are your guidelines on subcontracting?	Subcontracting requirements are outlined in Section 6.14.
23	Is there any local vendor preference or restriction? Can vendors outside of Kentucky participate?	No. All qualified Offerors may respond.
24	What's the expected start date for the contract?	Upon contract execution.
25	The pricing matrix file does not include a list of any specific products to price. Will you be providing a listing or is it up the contractor to provide their own listing?	Offerors should complete the pricing matrix based on their service offerings aligned with Section 4.6.

26	How would you like to the contractor to account for any products that require alloy? Does the University of Kentucky require base metal, noble metal and/or high noble alloy for their restorations?	Offerors should define alloy options and pricing within their proposal.
27	Is there a weighting system between the primary criteria for selection of the award?	No.
28	This is a multi-year contract proposal. How are the contractors to account for price escalations in the pricing matrix?	Offerors should define any pricing adjustments within their proposal.
29	Is there an estimated start date to this contract?	See answer to question 24.