



INDIANA UNIVERSITY
PURCHASING DEPARTMENT

Request for Proposal

For

Dental Services

Indiana University School of Dentistry

RFP-SCI-1753-2025

Final response due no later than

5:00 p.m. (EST-Indiana) on May 12th, 2025

Issued by:

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Issued: 4/14/2025

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B. Purpose

Indiana University (IU) is requesting proposals from firms interested in providing [dental laboratory services to the IU School of Dentistry (IUSD), located on the Indiana University Indianapolis campus], as specified herein. The intent of this Request for Proposal (RFP) and the ensuing process is to provide companies with the information, requirements, and specifications necessary for the preparation of a professional and comprehensive proposal. Specific terms and conditions are outlined.

Selection of the successful company (Suppliers) will be based upon a variety of factors such as:

- Turn-around time, acceptance of order to delivery of product
- Ability to Meet Technical Specifications for both complex and standard orders, and quality of finished product
- Price
- Low redo/remake rates
- Cost of redo/remakes, prefer no-cost
- Ability to accept high-volume orders, as well as custom orders
- Ability to accept both digital/electronic images and physical impressions/models/casts
- Provide feedback to faculty and students as needed

These criteria are listed in order of importance.

As used within this RFP, "Participant" shall refer to those companies receiving and responding to this RFP. "Supplier" shall refer to the successful Participant of the process. "University" shall refer to Indiana University.

C. Background

The Indiana University School of Dentistry (IUSD) is one of the oldest dental schools in the nation. For 140 years, we've made a difference in the lives of the people of Indiana, the U.S., and the world, and we're continuing to advance oral health by preparing the next generation of oral health professionals, conducting innovative research that's shaping the profession, and providing oral health care to

thousands of people each year. Each year more than 19,000 patients receive care from students training to become dentists, hygienists, and other oral health professionals at the School of Dentistry. We offer a full range of oral health care services, including general dentistry, advanced care, and emergency care. In FY 2022-23 completed more than 80,000 patient appointments and placed approximately 4,000 orders through a variety of dental laboratories.

For more general information about IUSD, please visit the school's home page at <https://www.dentistry.iu.edu/>.

D. Proposal Instructions and Conditions

Reference Prerequisites Section – Proposal Instructions and Conditions

All questions and inquiries regarding this document should be submitted via the JAGGAER Supplier Portal. If you experience issues, please contact **JENNIFER GUYNN**, *Senior Sourcing Manager*, at jenguynn@iu.edu. EXCEPT FOR CASES AUTHORIZED IN WRITING BY **JENNIFER GUYNN**, DURING THE DURATION OF THIS RFP PROCESS, THROUGH SELECTION AND NOTIFICATION, ANY COMMUNICATION BY PARTICIPANTS WITH INDIANA UNIVERSITY STAFF OTHER THAN **JENNIFER GUYNN** MAY RESULT IN IMMEDIATE REJECTION OF THAT PARTICIPANT. Questions regarding this RFP should be submitted through the Q&A Board within the Supplier Portal. Questions asked after the deadline may not be answered.

Please note that all prerequisites must be agreed to before a proposal can be submitted. Any requested edits to the prerequisites can be submitted as an addendum to the participant's proposal. If needed, negotiations related to the language in the prerequisites will occur before an award is made.

E. Event Schedule

ACTIVITY	DATE
Request for Proposal issued.	4/14/2025
Participants' questions concerning the proposal must be received no later than 5:00 pm Eastern Time.	5/05/2025
Proposals due by 5:00 pm Eastern Time	5/12/2025
Selection of supplier on or about	6/02/2025

F. Statement of Needs

Objectives:

Indiana University School of Dentistry (IUSD) seeks to contract with one or more dental laboratories for the procurement of a wide variety of services and fabricated dental products, including, but not limited to, full and partial dentures, both fixed and removable, fixed restorations, crowns, implants, digital CAD-CAM transmission capability and much more.

IUSD's objective is to contract with the fewest number of dental laboratories as will be optimal to ensure that IUSD can meet the needs of its patients and students, for both standard general dentistry needs and for complex advanced dentistry needs in the areas of prosthodontics care, such as implants. Successful laboratories will need to be highly price competitive, but also be able to ensure timeliness of delivery of completed materials, highest quality, lowest rate of remakes, and be able to provide feedback to faculty and students.

Scope of Work:

A spreadsheet with the listing of dental laboratory services by dental procedure code and code descriptor that IUSD ordered from external laboratories in FY 2022-23, along with the cumulative count of each procedure ordered during that fiscal year is attached to the Buyer Attachments in the Sourcing Event. These are the explicit services IUSD seeks to procure from the successful laboratories through this RFP contract. This is not intended to be an exhaustive list, and additional services may be added. Participants can submit a bid on all services or on a subset of services.

We are seeking to establish a three (3) year term with the option to renew for up to two (2) additional one (1) year terms.

G. Terms & Conditions

Reference Prerequisites Section – Terms and Conditions

H. Proposal Response

The participant's response to this proposal should include answers to the following series of questions. So that the RFP Team can easily follow the questions and responses, please assure that the question is stated immediately before the response. Any deviation from this format and sequence may result in the proposal being immediately rejected.

- H1 All proposal responses must include:
 - H1.1 The name, address, phone and fax number, and email address for the duly authorized agent submitting the proposal.
 - H1.2 Full description of company, including experience, qualifications and organizational chart.

- H1.3 Documentation of any intent to use another company(ies) or private individual(s) as a subcontractor(s) for any part or the whole of the services offered in response to this RFP. Indiana University reserves the right to approve or reject any subcontracting agent or to reject proposals based on the use of subcontracted work.
- H1.4 Completed Non-Collusive Certificate (Prerequisites section of BUY.IU/Jaggaer RFP).
- H1.5 Completed Supplier Diversity form (Prerequisites section of BUY.IU/Jaggaer RFP).
- H1.6 Completed Federal Debarment Certification form (Prerequisites section of BUY.IU/Jaggaer RFP).
- H1.7 Completed Sustainability Questionnaire (Prerequisites section of BUY.IU/Jaggaer RFP).
- H1.8 Proof of minimum insurance requirements as specified in Prerequisites section of the BUY.IU/Jaggaer RFP.
- H1.9 Copies of all documents that could become a part of a final Agreement arising from this process. A legal review of the Participant's proposed agreement terms will be part of the criteria in evaluating the Participant's offer.
- H1.10 Three references from previous clients.
- H2 Describe in detail your company's capability of providing the services required in Section F.
- H3 Describe in detail similar products or services your company has executed in the past 3-5 years.
- H4 Describe in detail similar products or services your company has executed in the past 3-5 years for an institution of higher education that has a traditional student population.
- H5 Describe your methodology for providing these services, how you organize your team and the IU team, and how you ensure you deliver a quality product that meets expectations.
- H6 What is your average turnaround time from acceptance of order to delivery of product.
- H7 Describe your quality control process.
- H8 What is your redo/remake percentage rate.
- H9 Do you charge for redo/remakes and if so please explain if there is a change to the fee structure.
- H10 Do you specialize in any particular areas? Please explain.
- H11 Are you able to accept high-volume and custom orders and describe if that process is different.
- H12 Are you able to accept both digital/electronic images and physical impressions/models/casts.

- H13 What is your deliver process. Are there handling fees? Are they charged by the case or per delivery?
- H14 Describe how you provide feedback to faculty and students.
- H15. Do you work with DDXelab digital files or would be willing to?

Row Labels	Proc. Description	Count of Lab Used	Price (please enter "no bid" in sections you do not wish to bid)
D2510	Inlay - metallic - 1 surface	4	
D2520	Inlay - metallic - 2 surfaces	4	
D2542	Onlay - metallic - 2 surfaces	1	
D2543	Onlay - metallic - 3 surfaces	7	
D2544	Onlay - metallic - 4 or more	3	
D2630	Inlay - porc/cer - 3 or more	2	
D2643	Onlay - porc/cer - 3 surfaces	4	
D2644	Onlay - porc/cer - 4 or more	16	
D2740	Crown - porcelain/ceramic subs	554	
D2750	Crown - PFM high noble metal	10	
D2751	Crown - PFM predom. base metal	2	
D2752	Crown - PFM noble metal	236	
D2783	Crown - 3/4 porcelain/ceramic	3	
D2790	Crown - Full cast high noble mt	16	
D2792	Crown - Full cast noble metal	407	
D2799	Provisional crown	9	
D2950	Core buildup - including pins	2	
D2952	Cast post and core	13	
D2962	Labial veneer, porcelain - indirect	12	
D5109	IUSD-Esthetic Gold Crown for Denture	5	
D5110	Complete denture - maxillary	301	
D5120	Complete denture - mandibular	212	
D5130	Immediate denture - maxillary	6	
D5211	Max. part denture - resin base	2	
D5212	Mand Part denture - resin base	1	
D5213	Max partial - cast metal frame	173	
D5214	Mand partial - cast metal frame	297	
D5226	Mand RPD flexible base	1	
D5511	Repair broken complete denture base, mandibular	2	
D5512	Repair broken complete denture base, maxillary	2	
D5520	Replace teeth - per tooth	1	
D5611	Repair resin partial denture base mandibular	1	
D5612	Repair resin partial denture base maxillary	2	
D5621	Repair cast partial framework mandibular	1	
D5622	Repair cast partial framework maxillary	4	
D5630	Repair or replace broken retentive clasping mater, per tooth	2	
D5640	Replace broken teeth - per tooth	3	
D5650	Add tooth to existing partial	14	
D5660	Add clasp to existing partial	2	
D5710	Rebase complete max. denture	1	
D5720	Rebase max. partial denture	1	
D5750	Reline complete maxillary denture - indirect	33	
D5751	Reline complete mandibular denture - indirect	13	
D5760	Reline maxillary partial denture - indirect	2	
D5761	Reline mandibular partial denture - indirect	9	
D5810	Interim complete denture - Max	4	
D5811	Interim complete denture -Mand	2	
D5820	Interim partial denture - max (flipper)	126	
D5821	Interim partial denture - mandib (flipper)	46	
D5865	Overdenture - complete mandibular	3	
D5932	Obturator prosthesis - def.	1	
D6055	Dental implant supported bar	1	
D6057	Custom abutment - includes placement	10	
D6058	Abutment supported porcelain/ceramic crown	3	
D6058B	IUSD-Abutment - porcelain ceramic crown, predoc restoration	3	
D6059	Abutment - PFM, high noble metal	3	
D6061	Abutment - PFM, noble metal	6	
D6062	Abutment-cast metal,high noble	1	
D6065	Implant - porcelain/ceramic crown	171	
D6066	Implant - PFM, high noble metal	65	
D6067	Implant - metal crown, high noble metal	5	
D6068	Abutment - retainer, porc/cer FPD	2	
D6070	Abutment - ret, PFM FPD, base metal	1	
D6071	Abutment - ret, PFM FPD, noble metal	3	
D6075	Implant supported retainer for ceramic FPD	15	
D6076	Implant - retainer for PFM FPD	12	
D6077	Implant - ret, cast metal FPD	2	
D6082	Implant supported crown porcelain fused to base alloys	4	
D6083	Implant supported crown porcelain fused to noble alloys	5	
D6085	Provisional implant crown	24	
D6087	Implant supported crown noble alloys	4	
D6110	Implant/abutment supported removable denture edentulous max	1	
D6111	Implant/abutment supported removable denture edentulous mand	4	
D6112	Implant/abutment sup remov denture part edent - maxillary	1	
D6114	Implant/abutment supprt fixed denture for edent - maxillary	2	
D6114A	Implant/abutment supprt fix dent edent - ZARCONIA hybrid MAX	7	
D6114B	Implant/abutment supprt fix dent edent - INTERIM hybrid MAX	7	
D6115	Implant/abutment supprt fixed denture for edent - mandibular	24	
D6115A	Implant/abutment supprt fix dent edent -ZARCONIA hybrid Mand	8	
D6115B	Implant/abutment supprt fix dent edent -INTERIM hybrid Mand	15	
D6116	Implant/abutment supprt fixed denture partial edent - max	1	
D6190	Xray/surg implant index, report	1	
D6190B	radiographic/surgical implant index - Full Arch	1	
D6210	Pontic - cast high noble metal	3	
D6212	Pontic - cast noble metal	19	
D6240	Pontic-porc fuse to high noble	7	
D6241	Pontic-porc fuse to base metal	3	
D6242	Pontic-porc fuse to noble metl	54	
D6242B	Pontic - Porcelain fused - noble metal IMPLANT	9	
D6245	Pontic-porcelain/ceramic	47	
D6245B	Pontic - Porcelain/ceramic	1	
D6253	Provisional pontic	10	
D6548	Retainer, porc/cera, bonded FP	1	
D6740	Retainer crown - Porcelain/ceramic	30	
D6750	Retainer crown - Porcelain fused - high noble	4	
D6752	Retainer crown - Porcelain fused - noble metal	64	
D6790	Retainer crown - full cast high noble metal	4	
D6792	Retainer crown - full cast noble metal	14	
D6793	Provisional retainer crown	3	
D9941	Fabrication of athletic mouthguard	1	
D9944	Occlusal guard, hard appliance, full arch	81	
D9945	Occlusal guard soft appliance full arch	3	
D9946	Occlusal guard hard appliance partial arch	3	
D9975	Ext bleaching for home app, per arch, incl mat/custom trays	2	
M21080	Definitive obturator	1	
Grand Total		3368	