

SOLICITATION ADDENDUM # 1

Date: **September 17, 2026**
Subject: **IFB- 12 8500 Medical Case Management SWIF**
Solicitation Number: **6100066211**
Due Date/Time: **September 22, 2026/4:00 PM**
Addendum Number: **1**

To All Suppliers:

The Commonwealth of Pennsylvania defines a solicitation “Addendum” as an addition to or amendment of the original terms, conditions, specifications, or instructions of a procurement solicitation (e.g., Invitation for Bids or Request for Proposals).

This addendum # **1** is to provide answers to the submitted potential Offeror questions to be posted to the DGS website, <http://www.emarketplace.state.pa.us/Search.aspx> on or before **September 14, 2026**. Offerors’ questions were submitted via the DLI Procurement resource email account: RA-li-OIT-BAS-Procure@pa.gov. The questions and approved answers are as follows below:

Addendum Key:

- The **questions** are marked in **bold** and:
- (a) = The approved answer(s)

1. Is a bidder required to provide WCMSA services in order to be considered responsive to the solicitation?

- 1) (a) Yes. Bidders are required to provide WCMSA services to be considered responsive to the solicitation.

2. May a bidder submit a proposal for the Field Based Medical Management services if it does not provide WCMSA services?

- 2) (a) No. A bidder that does not provide WCMSA services may not submit a responsive bid for Field Based Medical Management services under this solicitation.

3. If WCMSA services are required, may the bidder utilize a subcontractor or specialty vendor for WCMSA services with Commonwealth approval?

- 3) (a) Yes. With the Commonwealth’s express written approval, the awarded contractor



may utilize a subcontractor or specialty vendor to provide WCMSA services. However, Offerors may not utilize RN subcontractors to provide Field Based Medical Management Services. RNs assigned to provide Field Based Medical Management Services must be employees of the Offeror.

4. If a bidder does not provide WCMSA services, how should the WCMSA pricing line on Attachment A be completed?

- 4) (a) This question is not applicable. Bidders are required to provide WCMSA services and must complete the WCMSA pricing line on Attachment A – Price Rate Sheet.

5. Must the five years of Field Based Medical Management Services experience have been performed specifically by the bidding legal entity, or may a bidder satisfy this requirement through the documented experience and qualifications of its key personnel/employees?

- 5) (a) The required five (5) years of Field Based Medical Management Services experience must be that of the bidding legal entity. The experience of key personnel or employees alone does not satisfy this qualification requirement.

6. Must the required URAC accreditation in medical case management be held directly by the bidding legal entity?

- 6) (a) Yes. The required URAC accreditation in medical case management must be held by the bidding legal entity. Documentation of the accreditation is not required to be submitted with the bid and will be requested by SWIF following contract award and prior to commencement of performance.

7. The Qualifications section states that bidders must have a minimum of five (5) years of experience providing Field Based Medical Management Services for workers' compensation claims in Pennsylvania. Please confirm whether this five-year Pennsylvania-specific experience is a mandatory qualification that must be met at the time of bid submission, or whether equivalent experience providing similar Workers' Compensation Field Based Medical Management Services in other states may be accepted, provided the bidder demonstrates complete and thorough knowledge of Pennsylvania Workers' Compensation Law.

- 7) (a) The bidder must meet the minimum five (5) years of experience providing Field Based Medical Management Services for workers' compensation claims in Pennsylvania, as specified in the Qualifications section. Equivalent experience in other states does not satisfy the Pennsylvania-specific experience requirement.

8. Is Pennsylvania business/SOS registration or a Certificate of Good Standing required with the bid submission, or may the selected contractor complete/provide the required registration after award and prior to contract execution/performance?



- 8) (a) Pennsylvania business/SOS registration and a Certificate of Good Standing are not required to be submitted with the bid. The only required bid submission documents are those identified in the IFB and listed in the Tendering Text and attachments. All qualification requirements and supporting documentation will be provided directly to SWIF following contract award and prior to performance pursuant to a Notice to Proceed.

9. What is the estimated budget or anticipated contract value for this solicitation, including the initial three-year contract term?

- 9) (a) The Commonwealth does not disclose an estimated budget or anticipated contract value for this solicitation. The estimated service hours provided in the solicitation are for planning purposes only and do not represent a guarantee of work or contract value.

10. Will Attachment A – Price Rate Sheet be provided in Excel format?

- 10) (a) Yes. Attachment A – Price Rate Sheet has been provided in Excel format in the Supplier Relationship Management (SRM) system for bidders to complete and submit with their bid response. Please refer to the “Locating and Responding to a Solicitation” document for instructions on accessing and responding to the solicitation.

11. Per the Statement of Work – Travel: The Commonwealth Travel Policy link is not active. Please provide the active link. Are vendors allowed to bill for travel to and from provider appointments?

- 11) (a) The current [Commonwealth Travel Policy](https://www.pa.gov/content/dam/copapwp-pagov/en/oa/documents/policies/md/200/230_10.pdf) is available at: https://www.pa.gov/content/dam/copapwp-pagov/en/oa/documents/policies/md/200/230_10.pdf. Please refer to the full Travel section of the SOW for applicable requirements. The Commonwealth will not reimburse the selected Offeror for travel, meals, lodging, or other expenses except when the Commonwealth requires a resource to travel outside of his or her assigned location. Any travel to and from provider appointments is subject to these requirements and applicable Commonwealth Travel Policy provisions.

12. Will the awarded vendor take over existing cases? If so, please provide an estimate of the number of cases?

- 12) (a) Case assignments will be issued by SWIF through a Notice to Proceed, based on SWIF’s service needs and the territories selected by the awarded vendor. Assignments may include existing cases. The Commonwealth cannot provide an estimated number of cases, as services will be provided on an as-needed basis.

13. In reviewing the Statement of Work, I noted a requirement that bidders hold Utilization Review Accreditation Commission (URAC) accreditation in Medical Case Management. Our organization previously held that specific URAC specialty. We currently hold URAC accreditation in the following distinctions: Health Web Site, Health Contact Center, Telehealth Services, and Utilization Review. Could you please confirm whether these current accreditations would satisfy the URAC requirement for this opportunity, or whether Medical Case Management accreditation specifically is required for compliance?



- 13) (a) The bidder is not required to submit documentation of URAC accreditation with the bid. However, the SOW requires the awarded contractor to possess URAC accreditation in Medical Case Management. Required qualification documentation shall be provided to SWIF following contract award and prior to commencement of performance pursuant to a Notice to Proceed. Medical Case Management accreditation is specifically required; the other URAC accreditations identified do not satisfy this requirement. No work shall commence until a fully executed contract and Notice to Proceed have been issued.

Respectfully,

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