

DATE: July 28, 2026

TO: ALL OFFERORS
FROM: Toy Watkins, Medical Relations Officer
SUBJECT: ADDENDUM TO INVITATION TO BID - LAB202601-MED/PSYCH
PROFESSIONAL SERVICES FOR MEDICAL AND PSYCH CONSULTANTS

ADDENDUM #01 – Questions / Answers

Questions followed by Answers in Purple pertaining to each category:

Section	Paragraph #	Page Number	Text Passage	Question (Q) & Answer (A) in purple
Appendix B– Scope of Services	IV. Contractual Responsibilities	42-45	Produces cases as required for the Medical/Psychological Consultant Caseload.	Q: What is the average time required to review and complete a case? A: It depends on the complexity of the case & the knowledge of the SSA Disability Program. The average could range from .5 to 1 hour to review /complete a case.
Appendix B– Scope of Services	IV. Contractual Responsibilities	42-45	Produces cases as required for the Medical/Psychological Consultant Caseload.	Q: What is the average page count for a case file? A: Each case is distinct; consequently, the duration of reviews varies. Nevertheless, during the case evaluation process, DDS adjudicators pinpoint relevant medical evidence through annotations, bookmarks, and categorization to facilitate a comprehensive review by the contractor.
Appendix B– Scope of Services	IV. Contractual Responsibilities	42-45	Produces cases as required for the Medical/Psychological Consultant Caseload.	Q: Can DDS provide a breakdown of case volume by page count: 1-50 pages, 51-100 pages, 101-150 pages, 151+ pages? A: Refer to the previous answer as each case is distinct.
Appendix B– Monthly Status Reports	VI	45	Agency feedback report will include average cases per hour.	Q: How many cases does an average consultant review per hour?

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				A: The average time would be between one and a half to two per hour.
Appendix B—Contractual Responsibilities	IV	42-45	Produces cases as required for the Medical/Psychological Consultant Caseload.	Q: Can DDS provide the annual volume of cases reviewed by Medical Consultants and Psychological Consultants separately? A: No. SSA assigns workload targets to the DDS annually based on data analysis.
Appendix B—Contractual Responsibilities	IV	42-45	Perform medical assessments on non-SSA workloads and disability claims.	Q: What percentage of cases are physical disability reviews versus psychological disability reviews? A: This would be an estimate percentage: 70% physical and 30% mental.
Appendix B—Compensation	IV	44	Consultant will receive compensation for second reviews.	Q: What percentage of cases require second reviews? A: At least 50% as more evidence is often required.
Appendix B—Compensation	IV	44	Cases returned for deficiencies by Federal or Internal Quality Review components.	Q: What percentage of cases are returned for Federal or Internal Quality Review corrections? A: Most of these corrections require an action from an adjudicator, which results in a 2 nd review for the contractor. The percentage of cases returned due to a quality error towards the contractor varies as it depends on the experience.
Appendix B—Contractual Responsibilities	IV	42-45	Produces cases as required for the Medical/Psychological Consultant Caseload.	Q: What is the expected monthly case volume per consultant? A: The average production is one and a half to two cases per hour based on the complexity. The monthly case volume will vary for each consultant based on their availability.
Appendix B—Contractual Responsibilities	IV	42-45	Produces cases as required for the Medical/Psychological Consultant Caseload.	Q: Is there a minimum number of cases that will be assigned to each consultant? A: Cases are not assigned. Consultants determine their own workload & will be compensated accordingly.
Section IV – RFP Submissions	12b / 13	7	Subcontracting requirements.	Q: Are 1099 clinicians considered subcontractors for purposes of this procurement and Attachment 6? If so, do we fill out Attachment 6 for each 1099 psychologist?

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				A: No. 1099 clinicians are not considered subcontractors.
N/A	N/A	N/A	Not addressed in solicitation.	Q: Who is the incumbent provider(s)? A: All existing and new contractors are required to bid as this is a new contract.
N/A	N/A	N/A	Not addressed in solicitation.	Q: How many consultants are currently providing these services? A: We currently have a total of 8 contractors.
Section IV	17	8	State's Right to Award Multiple Source Contracting.	Q: How will cases be distributed if multiple vendors receive awards? A: SSA assigns workload targets to the DDS annually based on data analysis.
Section IV	17-19	8	Multiple source contracting and supplemental solicitation.	Q: Will DDS establish minimum or maximum case allocations by vendor? A: This will be at a minimum.
Appendix B—Work Expectation	III	41	Consultant is expected to perform consultative services.	Q: Is work assigned directly to individual consultants or through the awarded vendor organization? A: Work will be assigned directly to the individual consultant.
N/A	N/A	N/A	Not addressed in solicitation.	Q: Are there any limitations on the number of consultants a vendor may propose? A: We will consider all bid proposals and will make the necessary selections based on business needs.
Appendix B—Qualifications	I	41	Consultant must be licensed to practice medicine in good standing.	Q: Can physicians licensed in another state perform reviews if they meet SSA requirements, or is a Delaware license mandatory prior to contract start? A: Yes, other physicians from other states may perform reviews if they meet the SSA requirements.
Appendix B—Qualifications	I	41	Consultant must be licensed to practice medicine in good standing.	Q: Will Delaware recognize interstate licensure compacts or crossover licenses? A: The Consultant must be licensed to practice medicine in good standing with a State Board of Medical Practice or be a qualified medical consultant according to SSA's Program

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				Policy. License must be in good standing with no disciplinary actions within the past 5 years.
Appendix B– Work Expectation	III.2	41	Reviews limited by specialization instructions under SSA guidelines.	Q: May general medicine physicians perform reviews, or do certain case types require specialty-trained consultants? A: Yes, general medicine physicians may perform reviews based on SSA's guidelines.
Appendix B– Work Expectation	III.2	41	Reviews limited by specialization instructions under SSA guidelines.	Q: Are there specific specialty requirements for psychological reviews? A: All reviews must be specific to SSA's guidelines.
Appendix B– Qualifications	I	41	Qualified medical consultant according to SSA policy.	Q: Are nurse practitioners, physician assistants, or other qualified medical professionals eligible under SSA guidelines for any portion of the work? A: Yes. The Consultant must be licensed to practice medicine in good standing with a State Board of Medical Practice or be a qualified medical consultant according to SSA's Program Policy. License must be in good standing with no disciplinary actions within the past 5 years.
Method of Payment	III	46	Orientation training requirements.	Q: Please clarify how orientation training is scheduled and administered. A: Orientation is scheduled during the Core Business Hours between 8-4:30 PM & will be virtually.
Method of Payment	III.C	46	Orientation training limited to 80/40 hours.	Q: Is the 40- or 80-hour orientation requirement tracked per consultant or per vendor organization? A: This will be tracked by the DDS and the consultant.
Method of Payment	III.B	46	Consultant expected to be available during core business hours.	Q: Are training hours conducted virtually, onsite, or both? A: Primarily virtually; however, can be on site at the discretion of the DDS.
Method of Payment	III	46	Orientation training requirements.	Q: Is there a required timeframe for completing orientation training? A: Orientation training shall be limited to 80 hours for no prior

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				experience and 40 hours with prior experience.
Method of Payment	III	46	Orientation training requirements.	Q: Can one consultant from a vendor be trained and subsequently train additional consultants within the vendor organization? A: No; however, there are coaching opportunities at the DDS's discretion.
Method of Payment	III	46	Orientation training requirements.	Q: If additional consultants are added after contract award, must they complete the full DDS orientation program? A: Yes, as this will be a requirement.
Appendix B–Workstation	II	41	Consultant may work at DDS office or alternative workstation.	Q: Do current consultants primarily work remotely or from DDS facilities? A: All consultants primarily work remotely.
Appendix B–Workstation	II / Special Assignments	41, 44	Occasional onsite attendance and training may be required.	Q: Can DDS clarify expectations for onsite attendance and the anticipated frequency of onsite visits? A: As mentioned, contractors primarily work remotely. The need for onsite attendance is at the discretion of the DDS. The frequency is low.
Appendix B–Workstation	II.2	41	DDS will provide an SSA-issued computing device.	Q: If DDS provides laptops to consultants, is equipment also provided to vendor management personnel responsible for oversight? A: DDS' equipment (laptop) is solely provided to contractor performing the work; therefore, the contractor is solely responsible.
Appendix B–Workstation	II.2 and V.B	41, 44	DDS provides SSA-issued computing device and accessories.	Q: Are consultants permitted to use vendor-provided peripherals (additional monitors, docking stations, etc.) with the DDS-issued laptop? A: As long as DDS is kept informed, we will allow additional peripherals at the sole cost of the consultant. DDS will provide SSA issued end user computing device, wired mouse, laptop bag and cords.

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Appendix B– Workstation	II	41	Alternative workstation permitted.	Q: Are there minimum internet or workspace requirements for remote consultants? A: Consultants working remotely must supply their own internet / workspace requirements.
Section I – Overview	Proposed Schedule	1	Estimated notification of award August 13, 2026.	Q: What are the anticipated start dates for orientation training and production work? A: The start of the contract goes into effect October 1. At that time, the awarded contractors will be provided with the necessary information.
N/A	N/A	N/A	Not addressed in solicitation.	Q: Is there a cap on the total number of consultants that may be engaged under the contract? A: This will be at the discretion of the DDS & the business need.
Section V	23.3	19	Personnel and subcontracting requirements.	Q: Are vendors allowed to replace consultants during the contract period without a contract modification? A: No. Each contractor must have a signed contract with the DDS.
Appendix B– Contractual Responsibilities	IV	43	Perform medical assessments on non-SSA workloads including DMMA.	Q: What are the anticipated volumes for Delaware Medicaid (DMMA) reviews versus SSA disability reviews? A: There are specific experienced contractors assigned to handle these types of cases.
Appendix B– Contractual Responsibilities	IV	43	Attend and provide testimony for DMMA Fair Hearing sessions.	Q: How frequently are consultants required to participate in hearings, and what is the average duration of those hearings? A: There are specific experienced contractors assigned to handle these types of cases.
Method of Payment	V	47	Mentorship compensation.	Q: Are mentoring activities assigned by DDS or initiated by the consultant/vendor? A: All mentoring initiatives are assigned by the DDS.
IV.C.2 Proposal Selection Criteria	Criteria Weight	10	The qualifications and experience of the persons to be assigned to the project."	Q: How will DDS evaluate the qualifications and experience of proposed personnel, and what documentation should vendors

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				provide to demonstrate those qualifications? A. DDS will evaluate qualifications / experience based on the contractor's work history and the knowledge of the SSA Disability Program. The contractor may provide their resume and cover letter.
Appendix A – MINIMUM MANDATORY SUBMISISON REQUIREMENTS	4		Must have original signatures and notary mark.	Q: Are secure electronic signatures (Adobe signature) and online notary permitted? A: No. Must have original signatures and notary mark. All other copies may have reproduced or copied signatures.

All other items and conditions remain the same.

If you have any questions, please contact me at 302-324-7693 or by email –
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