

Request for Proposal for Consulting and Actuarial Services
for the State of Delaware's Group Health Insurance Program
Recommendation for Award of Contract

May 16, 2022

Background:

- *November 2021- January, 2022:* Development of the RFP scope of work, evaluation criteria, and minimum requirements by the Statewide Benefits Office (SBO).
- *January 31, 2022:* Released RFP.
- *March, 2022:* Received three bids – Aon, Conner Strong Buckelew, and Willis Towers Watson, the incumbent. Two additional companies indicated an intent-to-bid – Milliman who withdrew and Teus Health who wished to be considered as a subcontractor.
- *March - April, 2022:* The SBO and members of the Proposal Review Committee (PRC) reviewed the proposals and sent follow-up questions as necessary. Preliminary scoring was conducted by the committee members.
- *April 25, 2022:* The PRC met via webinar to review the preliminary consensus scores, discuss the proposals and decide which bidder would be invited to interview. Aon and Willis Towers Watson were invited to appear in person to present their qualifications and overall capabilities.
- *May 9, 2022:* The PRC conducted interviews with the two invited bidders (Aon and Willis Towers Watson), asking the bidders to address specific questions about how they can best serve the needs and expectations of the State Employee Benefits Committee. Following the meeting, PRC members were asked to finalize their scoresheets in accordance with the RFP requirements.
- *May 16, 2022:* The PRC reconvened via webinar to review and discuss the results of final consensus scores. Willis Towers Watson ranked first with a score of 84.88; Aon ranked second with a score of 77.44 and Connor Strong Buckelew's scores were revised for a final score of 67.94.

- As such the PRC recommends the following:

Recommendation

RESOLVED that with respect to the award of a contract pursuant to the Request for Proposal for Consulting and Actuarial Services for the State of Delaware Group Health Insurance Plan, the Proposal Review Committee recommends to the State Employee Benefits Committee as follows:

- A contract award to Willis Towers Watson for an initial three-year term effective July 1, 2022 through June 30, 2025, with two optional one-year period extensions. Such award shall be subject to a finalized contract which shall include performance guarantees.