

**Request for Proposal (RFP)  
for Group Vision Insurance**

**Draft Scope of Services**

**March 21, 2025**

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**Scope of Services**

On behalf of the State of Delaware, the State Employee Benefits Committee (SEBC) is seeking proposals for a vision insurance benefit (hereafter “vision insurance”) for the Group Health Insurance Program (GHIP). Enrolled in the GHIP are approximately 133,000 active and retired employees of the State of Delaware and their dependents, including approximately 17,000 employees, retirees and their dependents from non-State groups that are allowed to participate in the GHIP according to Delaware Code (e.g., municipalities, local fire departments). With some exceptions, a vision insurance benefit is offered to active State of Delaware employees and non-Medicare and Medicare retirees and their dependents. School district, charter schools, Delaware Technical Community College, Delaware State University and their dependents are also eligible. However, some school districts are not eligible as they offer their own vision plan. Non-payroll participating groups are also eligible to participate, but not all do.

The SEBC desires to contract with an organization specializing in providing vision insurance effective July 1, 2026. The organization must have prior experience directly related to the services requested in this RFP and must be able to demonstrate clearly their ability to perform the required scope of services within the timeline requested. The selected organization shall be required to provide the following services, at a minimum:

- have a strong reputation and historical experience in the vision insurance market;
- provide competitive financial terms and performance guarantees;
- possess an extensive network of providers in Delaware;
- process and pay claims in a timely manner;
- provide excellent customer service to participants;
- possess the capability to accept electronic transfer of enrollment and payroll files according to the State’s existing schedule;
- provide ease of access to a member-facing secure web portal for enrollment and account information;
- offer state of the art administrative services including a web portal for program management;
- support the State with communication to all eligible employees about the vision insurance program;

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- provide support for all program-related member communications including open enrollment, direct mailings, and other types of media;
- distribution of member ID cards, benefit information and education for patients and providers,
- provide excellent account management services to the Statewide Benefits Office (SBO), including superior implementation support and dedicated, expert, and accessible account management staff;
- meet or exceed performance guarantees;
- Possible integration with new Enterprise Resource Planning (ERP) system: In the near future, the State will be conducting a separate RFP for an ERP system and it is possible that this will result in a change to the State's ERP system, which would be announced in 2025 or 2026. It is anticipated that there would be a multi-year implementation process following that announcement. The State would like to understand how bidders have dealt with a system change like this in the past if it is not at the start of the contract the resulting agreement.
- have experience working with plan sponsors that are of similar size and complexity to the State; and
- be responsive to changes in the program and requests of the SEBC and the SBO.