

**Request for Proposal (RFP)
for Health Data Warehouse**

Draft Scope of Services

May 23, 2025

Scope of Services

On behalf of the State of Delaware, the State Employee Benefits Committee (SEBC) is seeking proposals for a health data warehouse vendor (hereafter “data warehouse”) to support administration and management of the Group Health Insurance Program (GHIP). Enrolled in the GHIP are approximately 123,000 active and retired employees of the State of Delaware and their dependents, including approximately 7,000 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).

The incumbent data warehouse vendor currently maintains monthly claims data file feeds from Highmark Delaware, Aetna, Lantern, CVS Caremark, and EyeMed. Detailed enrollment data is also provided by Highmark Delaware and Aetna to maintain eligibility information for the GHIP population. The incumbent vendor currently offers a health plan decision support tool, which provides personalized recommendations to employees’ based on their own historical claims data, which helps them find their best-fit health plan with confidence.

The SEBC desires to contract with an organization specializing in providing data warehouse capabilities 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:

- Offer a state-of-the-art, end-to-end data warehousing and analytics solution that interfaces with the State’s vendor partners to obtain raw data and troubleshoot any issues with the data files
- Support healthcare consumerism initiatives of the State
- Deliver excellent account management services that support long-term initiatives and day-to-day processes
- Provide a dedicated analytic resource to provide supplemental support on a regularly scheduled and ad hoc basis
- Produce meaningful and timely management reporting
- Offer competitive financial terms

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- Provide superior program implementation support
- Maintain data security as outlined by the State's minimum requirements
- Adhere to State contracting requirements

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