

The State of Delaware

Pharmacy Benefit Manager (PBM) RFP

State Employee Benefits Committee

June 27, 2025

Requested Updates Made to PBM RFP Since 6/13/25

For SEBC discussion and feedback:

6/27/25 PBM RFP Updates

	Updated Language / New Item	Previous Language	Additional Comments
1	N/A	Confirm if bidding on the Commercial contract, that your organization has at least 200,000 members across your full book of business for which you are providing similar Commercial PBM member services as outlined in this RFP. SEBC - This is a modification from the 2020 RFP which required PBMs have 5 consecutive years of experience in the Scope of Services.	Moved to questionnaire based off SEBC feedback.
2	N/A	Confirm if bidding on the EGWP contract, that your organization has at least 60,000 members across your full book of business for which you are providing similar EGWP PBM member services as outlined in this RFP. SEBC - This is a modification from the 2020 RFP which required 10 years of EGWP experience.	Moved to questionnaire based off SEBC feedback.

For SEBC discussion and feedback (Continued):

6/27/25 PBM RFP Updates

	Updated Language / New Item	Previous Language	Additional Comments
3	Confirm your organization will provide an acquisition cost/cost plus pricing proposal to the State that includes the elimination of spread pricing as defined as any difference between the amount paid by the State and the amount reimbursed to the pharmacy for all prescription claims. An acquisition cost pricing proposal should include those medications dispensed at Mail Order and Specialty and all pricing components must be fully passed through to the State with minimum guarantees. Failure to submit pricing proposal as described above may result in disqualification of bidder.	Confirm that your organization will provide an acquisition cost/cost plus pricing proposal to the State. An acquisition cost pricing proposal should include those medications dispensed at Mail Order and Specialty and the full pass-through of all pricing components, with minimum guarantees.	Updated language based off SEBC feedback to ensure appropriate acquisition cost/cost plus pricing proposal is submitted.
4	Confirm your organization owns its rebate contracts directly with pharmaceutical manufacturer companies and does not use a rebate aggregator. If an aggregator is utilized, rebate contracts will be fully auditable with up to 20 pharmaceutical manufacturers or at highest level of access as allowed by vendor agreement with rebate aggregator.	Confirm your organization owns its rebate contracts directly with pharmaceutical manufacturer companies and does not use a rebate aggregator OR if an aggregator is utilized, rebate contracts will be fully auditable with up to 20 pharmaceutical manufacturers.	Revised language and moved to questionnaire based off SEBC feedback.

For SEBC discussion and feedback (Continued):

6/27/25 PBM RFP Updates

	Updated Language / New Item	Previous Language	Additional Comments
5	N/A	Confirm that your organization has experience in providing Pharmacy Benefit Management Services for large municipalities and State governments or has similar experience in depth and scope of services in the private sector.	Removed based off SEBC feedback.
6	N/A	<p>Confirm your organization shall provide Delaware license(s) and/or certification(s) necessary to perform services as identified in the scope of work.</p> <p>Prior to the execution of an award document, the successful vendor shall either furnish the State with proof of State of Delaware Business Licensure or initiate the process of application where required.</p>	Removed based off SEBC feedback.
7	Describe your willingness to allow the administration and fulfillment of specific drug classes, including GLP-1s, to be carved out to another vendor.	N/A	Recommended adding to the questionnaire based off SEBC feedback.

For SEBC discussion and feedback (Continued):

6/27/25 PBM RFP Updates

RFP Section	Updated Language / New Item	Previous Language	Additional Comments
Min. Requirements 13		Please also provide additional detail of the large and complex clients you currently service, including experience managing pharmacy benefits for clients in the public sector.	SEBC recommended removing from the Minimum Requirements and move to the questionnaire.
Prof. Services 23	Provide three (3) business references consisting of two (2) current and one (1) previous customers of similar scope and value using Attachment 5. Include business name, mailing address, contact name and phone number, number of years doing business with, and type of work performed. Personal references cannot be considered. State of Delaware personnel may not be used as references.	Provide at least six (6) business references consisting of three (3) current and three (3) previous customers of similar scope and value using Attachment 5. Include business name, mailing address, contact name and phone number, number of years doing business with, and type of work performed. Personal references cannot be considered. State of Delaware personnel may not be used as references.	Updated the number of references to reflect minimum bid requirements.

For SEBC discussion and feedback (Continued):

6/27/25 PBM RFP Updates

RFP Section	Updated Language / New Item	Previous Language	Additional Comments
Appendix A 6	One (1) completed Business References form (See Attachment 5) – please provide references other than State of Delaware contacts – Form must be included. Your company must have proven ability to perform the services described in this RFP. Of your company's current clients, please list two (2) or more references, of similar scope and value. Additionally, please provide references for one (1) terminated and/or expired clients and note the date of termination and/or expiration with the reason.	One (1) completed Business References form (See Attachment 5) – please provide references other than State of Delaware contacts – Form must be included. Your company must have proven ability to perform the services described in this RFP. Of your company's current clients, please list three (3) or more references with an excess of 40,000 eligible employees. Additionally, please provide references for three (3) terminated and/or expired clients and note the date of termination and/or expiration with the reason.	Updated the number of references to reflect minimum bid requirements. Updated the language to remove the reference to 40,000 eligible employees.

For SEBC discussion and feedback (Continued):

6/27/25 PBM RFP Updates

	Updated Language / New Item	Previous Language	Additional Comments
Appendix A 7	<p>The total of three (3) references requested should include at least one (2) active and one (1) terminated reference to be procured through this competitive RFP process. If possible, at least one current reference should be a public sector client, though this is not a requirement. For each reference, indicate any involvement by staff members who will be servicing the State's account in the event of contract award. For references from clients with expired contracts, there are no timing restrictions on how recently the reference and your company terminated the contractual relationship. Please ensure ALL references provided in your response include valid contact information (e.g., name, phone number, email address, etc.) and are aware that they will be contacted during the RFP evaluation process.</p>	<p>The total of six (6) references requested should include at least one (1) active and one (1) terminated reference to be procured through this competitive RFP process. If possible, at least one current reference should be a public sector client, though this is not a requirement. For each reference, indicate any involvement by staff members who will be servicing the State's account in the event of contract award. For references from clients with expired contracts, there are no timing restrictions on how recently the reference and your company terminated the contractual relationship. Please ensure ALL references provided in your response include valid contact information (e.g., name, phone number, email address, etc.) and are aware that they will be contacted during the RFP evaluation process.</p>	<p>This does not state mandatory and therefore, WTW recommends leaving as written.</p> <p>Updated the number of references to reflect minimum bid requirements.</p>

Top 50 Specialty and Non-Specialty By Plan Spend

For SEBC discussion and feedback:

Include the following pricing request

- Request for each bidder to complete
 - For your Commercial bid: Please complete Attachment 35 “Commercial Top 50 Specialty and Non-Specialty Drug Pricing.” With 30-day supply acquisition cost, markup, admin fee, actual rebate, and corresponding net cost. Provide these actual cost and rebate metrics as of August 1, 2025. Assuming dispensing through your mail order and specialty channel proposed in your offer. Describe any assumptions and caveats associated with your completion of this pricing grid.

SEBC Joint Resolution Feedback

SEBC Joint Resolution Feedback:

6/27/25 PBM RFP Updates

	SEBC Feedback	Joint Resolution Language	Proposed New/Updated Language	WTW Comments
Point 1	SEBC member would like to see language proposed for this change.	The SEBC should own and control all necessary pharmaceutical data for transparency and cost containment. The State should obtain data in the form of real-time point-of-sale pricing. This will arm the State with in-depth knowledge to prevent PBM's abusive practices.	Please confirm your organization's ability to provide the State with access to all pricing data necessary to derive net cost of State prescription claims, in real-time.	WTW recommends adding the request within the questionnaire portion of the RFP.
Point 2	SEBC member requested language to be included requiring the selected PBM to work with any body, operational during the term of this contract, such as a P&T Committee, working solely on behalf of the SEBC.	The benefit of an independent Pharmacy and Therapeutics Committee (P&T Committee) working solely on behalf of the SEBC to develop a formulary designed to provide an ongoing review of all the medications contracted by the SEBC. An independent formulary consultant should be paid based on their ability to provide drugs at the lowest cost and recommend generic medications at a lower price when there is no therapeutic advantage to using a brand name.	Please confirm that your organization will support a Pharmacy and Therapeutics Committee (P&T Committee) working solely on behalf of the SEBC to develop a formulary designed to provide an ongoing review of all the medications contracted by the SEBC.	WTW recommends adding the request within the questionnaire portion of the RFP.

SEBC Joint Resolution Feedback (Continued):

6/27/25 PBM RFP Updates

	SEBC Feedback	Joint Resolution Language	Proposed New/Updated Language	WTW Comments
Point 4	SEBC member requested to include language to not only support State of Delaware, but also State of Delaware working in concert with any intra-state compact of which the State is a member during the term of the contract.	Create an intra-state compact with other states to negotiate directly with drug manufacturers for high-end priced drugs. This would use economies of scale to leverage lower price. Once completed, provide a consumer offering to all Delawareans.	Confirm the ability and flexibility to support State of Delaware, or an intra-state compact if the State chooses to join other states , with a strategy for direct contracting of select drugs with select manufacturers (e.g., direct negotiations with a pharmaceutical manufacturer for the pricing of one of their products, conducted by State of Delaware or its representative) at any time during the term of this agreement.	WTW suggests incorporating the additional language into the following, existing question (page 123). Please see suggested language in red.

SEBC Joint Resolution Feedback (Continued):

6/27/25 PBM RFP Updates

	SEBC Feedback	Joint Resolution Language	Proposed New/Updated Language	WTW Comments
Point 5	SEBC member requested language to be included in the RFP.	The State shall pay no higher price for all drugs negotiated by Medicare.	N/A	For the EGWP benefit, the lowest Medicare negotiated pricing would apply and be required for the plan to stay compliant with CMS. While we would still recommend inquiring around this topic with vendors during the interview process, Commercial medication pricing works differently than Medicare. With Medicare, the Medicare “maximum fair price” (MFP) connected to the Inflation Reduction Act (IRA) has a separate process, which only applies for Part D plans.

SEBC Joint Resolution Feedback (Continued):

6/27/25 PBM RFP Updates

	SEBC Feedback	Joint Resolution Language	Proposed New/Updated Language	WTW Comments
Point 7	SEBC member requested to include ‘lowest pricing source’ in the PBM contract.	The SEBC shall request the PBM to bid based on the lowest pricing source for each pharmaceutical drug, not on the average wholesale price of a pharmaceutical drug.	Given that low-cost providers and pharmacies (e.g., Civica, Mark Cuban Cost-Plus Drugs, GoodRx) continue to come to market, confirm how you will allow members to access drugs through these more affordable suppliers and pharmacies, especially in situations where the member can determine your price is significantly higher.	PBMs may not have access to the lowest possible price available for every drug as there are numerous channels and sources. With acquisition cost or NADAC, instead of AWP-minus pricing models, we know that the cost will be close to an average acquisition cost of the drug. To inquire that there are options to ensure that members have access to the lowest net cost pricing available, we would recommend adding the proposed language into the questionnaire.

Scoring Criteria

For SEBC discussion and feedback:

Draft Scoring Criteria and Weighting

Topic and Weighting	Description/Examples
Responsiveness – 5%	Compliance with the submission requirements of the bid including format, clarity, conformity, realistic responses, and completeness, as well as responsiveness to requests during the evaluation process.
Cost – 40%	Competitive discounts, rebate guarantees, and administrative fees. Cost considerations will include both commercial and EGWP competitive pricing.
Network and Formulary– 15%	Convenient retail pharmacy network, including a 90-day supply retail network, and formulary that balances comprehensive coverage and cost management.
Administrative Services - 5%	<p>Accomplished account management personnel with the ability to be responsive and solve problems for the Statewide Benefits account team.</p> <p>Qualifications and experience of the organization’s personnel to provide excellent customer service to the participants.</p>
Audit Rights, Transparency/Net Cost and Flexibility – 15%	<p>Ability to be compliant with requested audit rights and transparency terms as stated in Minimum Bid Requirements.</p> <p>Flexibility to implement desired plan components - formulary, network, plan design, utilization management and clinical programs.</p> <p>New Inclusion: Net Cost, defined as: Ingredient Cost minus all discounts plus dispensary fees minus rebates plus administrative fees (Attachment 35)</p>
Ability and Capacity to Provide Requested Services – 20%	Prior experience in providing Scope of Services, managing clients of similar size and complexity to the State, ability to duplicate existing plan designs and match existing clinical programs. Proven ability to implement the program with minimal disruption to participants. Outstanding references that demonstrate an ability to meet the State’s needs.