



The State of Delaware

Medical Third-Party Administrator (TPA) RFP

State Employee Benefits Committee

April 20, 2026

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Contents

- Context for Today's Discussion
- Summary of SEBC Follow-Up Questions and Answers from March 23rd Meeting
- Additional Feedback for Consideration in Final RFP
- Next Steps

Context for Today's Discussion

- In November and December, WTW presented the Medical TPA RFP Scope of Services and RFP overview materials to the SEBC, and the SEBC provided initial feedback
- At the February 13th SEBC meeting, WTW and the SBO outlined proposed elements for the Minimum Requirements, Questionnaire, and Scoring Criteria of the Medical TPA RFP for SEBC review; the SEBC offered additional feedback and follow-up questions
- During the March 9th SEBC meeting, WTW reviewed and addressed the follow-up questions raised on February 13th
- Following the March 9th meeting, the SEBC received the draft Medical TPA RFP, updated to incorporate SEBC input
- During the March 23rd SEBC meeting, we discussed SEBC feedback on language pertaining to the Special Medicfill Supplement Plan being procured and additional follow-up questions were raised
- Today, we will review answers to the follow-up questions provided in advance of this meeting, and the SEBC will vote on the approval of the Medical TPA RFP

Summary of SEBC Follow-Up Questions and Answers from March 23rd Meeting

Follow-up	Response
<p>On Page 25 of the Medical TPA RFP, a question was raised on the GSS template wording for “14. Costs and Payment Schedules”, specifically an SEBC member was requesting clarification on the sentence stating, "The proposal costs shall include full compensation for all taxes that the selected vendor is required to pay". Specifically, what taxes does this apply to? Is the intent to pay taxes for a vendor?</p>	<p>The intent of the language referenced in the RFP is to clarify that vendors are responsible for including all applicable taxes (e.g., income tax, payroll tax, business tax) within their proposed pricing. Vendors may not bill the State separately for taxes they are obligated to pay. These tax obligations are the vendor’s responsibility and must be incorporated into their submitted rates.</p>
<p>An SEBC member requested adjustments to the Criteria Weight for the Medicare Plan allowing for the 20 points that were originally shifted from Network and split evenly across four categories, weight more heavily on Program Design and Offerings and Plan Administration</p>	<p>Pages 25-27 of the RFP was updated to reflect this change</p>
<p>An SEBC member requested the ability for vendors to provide enhancements or opportunities to improve the Medicare Supplement plan in some way, but maintain the “duplicate” wording</p>	<p>Page 12 of the RFP was updated in the Minimum Requirements section #5 to have an additional question to allow vendors to comment on any additional enhancements they can offer to the Medicare Supplement plan</p>
<p>An SEBC member requested WTW to clarify what has been updated within the RFP questionnaire since the last Medical TPA RFP</p>	<p>Starting on Page 91: Throughout Attachment 22, the full Medical TPA Questionnaire, comments were added per section to flag for the SEBC what has been updated since the prior RFP was conducted.</p>

Additional Feedback for Consideration in Final RFP

- Page 9, Scope of Services, Strategic Framework
 - Update to include approved FY26 – FY29 Strategic Framework
- Page 25, Criteria Weight, Financial Proposal Section, add:
 - Propose performance guarantees (PGs) that place meaningful fees at risk and are tied to measurable improvements in total cost of care and cost trend, while also advancing overall plan performance, including member health outcomes, quality of care, and engagement. Examples may include but are not limited to: reductions in per-member cost or cost trend relative to benchmarks; improved management of high-cost conditions; optimization of utilization and site-of-care; increased adoption of value-based payment arrangements; and improvements in clinical outcomes or member engagement.

Do any Committee members have additional proposed revisions for inclusion in the final Medical TPA RFP?

Next steps

- SEBC to vote on the approval of the Medical TPA RFP, including the proposed revisions displayed on the prior slide.
- RFP to be released on May 13, 2026.